

TM/PP/104

COMPLAINTS PROCEDURE v2

Approved	25 January 2021	<i>J Richards</i>
Review Date	January 2022	By Board of Directors
Approved	16 February 2022	<i>[Signature]</i>
Review date	February 2023	By Board of Directors

Contents

1. Aim of Policy	3
2. Introduction	3
3. What is the process for raising a complaint?.....	3
4. How are complaints received and handled?	4
5. Monitoring	4
6. Related Policies	4

COMPLAINTS PROCEDURE

1. Aim of Policy

Teaching Matters aims to resolve complaints quickly, fairly and effectively. We will:

- Aim to put things right quickly when they go wrong.
- Keep the complainant informed of the progress of their complaint and the results of any investigation.
- Seek to learn from each complaint to improve future performance.
- Set performance targets for responding to complaints and monitor our performance against these targets.
- Advise the complainant of their right to appeal if they remain dissatisfied after their complaint has been through all stages of the internal complaints procedure.

2. Introduction

Teaching Matters set high expectations in relation to the conduct and professionalism of our staff, employers and apprentices. This includes productivity in the workplace and the quality of evidence supplied for the apprenticeship. This policy sets out how we resolve complaints in a timely and effective manner, how we use the information to improve our service and to ensure complaints can be handled professionally.

A complaint is a statement that you are unhappy or not satisfied with the service you are receiving or the programme you are on. In the first instance, you should speak to your main contact. If you feel your complaint has not been resolved, please use this policy to resolve your issue.

Once a complaint has been received, you should expect a response within 5 working days and depending on the nature of the complaint and if a full investigation is required, you should expect your complaint to be resolved within 21 working days. A complainant can expect regular updates and communication during this period.

3. What is the process for raising a complaint?

3.1 To ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation. If you are not happy with Teaching Matters, please tell us. There are a number of ways you can make a complaint during your time with Teaching Matters.

3.2 If you are unhappy about the delivery of your sessions (i.e., your lecturer), please discuss with them if you feel comfortable to do so. If you do not feel comfortable to discuss your complaint directly or you feel that you are not being listened to, or things have not changed, then please contact **Andrew Thompson** or email **Andrew.Thompson@fea.co.uk** directly.

3.3 If you are not satisfied with our response to your verbal complaint or wish to raise the matter more formally, please write to The Managing Director, FE Associates, 9 Apex Court, Woodlands, Bradley Stoke, BS32 4JT. All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not

possible, an interim response will be made informing you of the action taken to date or being considered.

3.4 Complaints against the Managing Directors should be addressed to the Chair of the Board at FE Associates, 9 Apex Court, Woodlands, Bradley Stoke, BS32 4JT.

3.5 If you still do not feel that your complaint has been resolved, you can approach the appropriate Awarding Body and /or ESFA as the funders of their qualification.

4. How are complaints received and handled?

4.1 Complaints may arrive through channels publicised for that purpose, or through any other contact details or opportunities the complainant may have.

4.2 Complaints received by telephone or in person will need to be recorded, and the person who receives a complaint by phone or in person should:

- Write down the details of the complaint on the complaint form (see page 5).
- Tell the complainant that we have a complaints procedure and make them aware of further stages should an immediate resolution not be met.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or email so that the complaint is recorded in the complainant's own words.

5. Monitoring

The Quality Manager will receive monthly reports on complaints, and on a quarterly basis the Executive Group and Board will be presented with a summary. The Director of Quality analyses complaints for trends and investigates appropriate action to improve service provided.

The complaints procedure should be reviewed every two years to ensure those responsible for handling complaints is up to date.

6. Related Policies

TM/PP/112 Bullying and Harassment
TM/PP/113 Code of Conduct
TM/PP/111 Safeguarding and Prevent
TM-PP-104a Complaints Form

COMPLAINTS FORM

Please ensure the following information is gathered for all complaints as the complaint is made to Teaching Matters.

Name of complainant		Date complaint made	
Contact number of complainant		Email address of complainant	
Qualification/ Course name (if applicable)			
Name of person receiving complaint		Name of person complaint escalated to	
		Date the complaint was escalated	
<p>Please provide below as much detail as you can about the complaint including any relevant names, dates, times or venues. IMPORTANT: If the complainant raises any urgent safeguarding concerns please escalate using the safeguarding process.</p>			

If the complaint can be resolved at this point please detail below

Next steps:

Name of the person signing off the complaint		Date	
--	--	------	--

Please send completed form to teachingmatters@fea.co.uk