

# Complaints Policy

## 2021-2023

### Policy Statement

Petty Pool constantly works to improve the service offered to our visitors, students and also to tutors and non-teaching staff.

The organisation is committed to dealing with issues openly and honestly. This approach includes complaints.

Petty Pool will deal with all complaints against the College, staff or students in an unbiased manner.

Due to the many professional bodies that work with the students at Petty Pool, we shall endeavour to support people who wish to make a complaint, and to direct them towards the correct organisation concerned.

We shall investigate any complaint to the best of our ability, and shall always respond, in writing if requested, with the outcome from a complaint.

It is our intention to act on complaints promptly, and with honesty. Staff will first try and solve any problem informally. If at any time you are not satisfied with the way a problem is being dealt with you should contact the CEO on 01606 889097.

If you are making a complaint, we would like you to

- Give us your name, address and appropriate telephone numbers
- Explain exactly what you are dissatisfied with and provide a full description of your complaint
- Any names of the people you have dealt with so far regarding the issue

Please help us by completing the form. Petty Pool ask that you raise your complaint as soon as possible so that we have the opportunity to investigate your complaint and respond to you with 5 working days.

If the complaint is regarding the CEO it will be dealt with by a Trustee. Contact details can be given by calling our main switchboard number.

In the unlikely event you are unhappy with the way a complaint has been dealt with, you may escalate your complaint to the Chair of the Board of Trustees who will deal with your complaint within 10 working days. If the complaint is with regards to a student, you can raise the concern with Cheshire College South and West.

This will be the final route of escalation within our organisation. If you remain dissatisfied, we can provide contact details of relevant external bodies or organisations which the complaint relates to (i.e. awarding bodies, OFSTED, local authorities)

If a complaint is upheld, we will review the practices and policies within the organisation to address the issue.

If you wish, you can ask someone to handle the complaint on your behalf.

### Purpose

The following procedure is to provide clear guidance to dealing with complaints for the following:

- Senior Leadership Team and Trustees of Petty Pool
- To provide fair and equal opportunity for complaint for all
- To ensure that all complaints are dealt with consistently and in a timely manner

- To provide a record of all complaints and how they were dealt with (Complaint forms and attached correspondence act as a record)
- To develop and improve the provision offered by Petty Pool
- To ensure feedback is appropriate and sufficient

To provide support and guidance for the following:

- Petty Pool's Board of Trustees
- The Senior Management Team of Petty Pool
- All Tutors, Learner Mentors, Volunteers and non-teaching staff of Petty Pool Vocational College
- Students who attend Petty Pool Vocational College
- All professionals who work with students at Petty Pool
- Families of students at Petty Pool
- Visitors who come to the site
- Members of the public

## **Responsibilities**

### **The Board of Trustees and CEO**

The Board has overall responsibility for complaint resolution at Petty Pool. The CEO has delegated responsibility for the overall implementation of this policy. The Chief Executive has a duty to review all complaints and appoint an appropriate person to investigate the complaint.

The Chief Executive has a duty to inform the Board of Trustees of any complaints which cannot be dealt with to the satisfaction of the complaining party.

### **The Senior Leadership Team**

The organisations Senior Leadership Team (SLT) is responsible for liaison with various professional bodies, parents, carers and professionals if concerns arise during the students' time at college. A member of SLT will deal with complaints as part of their duties, they will inform The Chief Executive of any complaint outside of their stated duties and to refer the complaining party to The Chief Executive, if it is requested.

The member of SLT identified to investigate the complaint will make themselves know to the complainant within five working days of the complaint being received. They will ensure all parties are kept up to date on progress of the complaint and aims to have a written outcome in 28 days, if it is going to take longer the investigating officer will inform the complainant of this and give a timescale as to when they think they will be able to conclude the investigation. At this point the complainant receives written notification of subsequent actions and outcomes.

### **Staff**

Course Tutors are frequently the first line of contact for a student who wishes to make a complaint. It is the duty of the Tutor to inform the student as far as possible of the appropriate procedures and to support the student should they wish to go through the process of making a complaint.

### **Students**

Students wishing to make a complaint will be given support to do so in an appropriate way. They may wish to inform an Advocate, parent or friend, or a professional body and invite them to Petty Pool for support.

## **Organisational Procedure**

All records of complaints should be recorded on a Petty Pool Trust Complaint Form, in order that accurate records be kept, and all related correspondence must be photocopied and attached to this form.

1. Complaint is taken and passed onto to a member of the Senior Leadership Team (SLT) and/or Chief Executive
2. A member of SLT will send a written acknowledgment of the complaint received is provided within five working days and identify the investigating officer.
3. The person making the complaint has an informal interview with the investigating officer, if appropriate. The complainant is entitled to ask a friend/ advocate/ member of staff to attend the meeting for support.
4. All meetings are documented, if Petty Pool can resolve the matter informally they will aim to do that in the first instance. If that matter is formalised the investigation will be completed in 28 days and the complainant receives written notification of any actions and/or outcomes resulting from the complaint.
5. If the matter cannot be satisfactorily resolved, it will be given to the CEO for review and any further action to be taken but final decision is made.
6. The nature of the complaint will determine the 'path' taken. For example, if a complaint is made against a LA taxi driver, the matter may be referred to his employer (Transport Co-ordination).
7. The complaint will be referred to the most appropriate body for further investigation.
8. Upon hearing an outcome, Petty Pool shall inform all persons concerned of that outcome. If a matter cannot be resolved, all concerned should be informed, (in writing) that this is the case.
9. If the complaint is about the CEO then a Trustee will be appointed to investigate the complaint.

## **Further information /Appendices**

- The Petty Pool Trust Complaint Form
- Complaint Form with symbols
- The Petty Pool Trust Complaints Process Diagram

# Complaints Form

## 2021-23



1	Name:
2	Date:
3	Details of Complaint:
4	<b>Signed:</b> <span style="float: right;"><small>Circle below as appropriate: ( I am The Complainant / I am a representative of the Complainant )</small></span>
5	<i>Please provide details of how the complaint is being addressed, write all outcomes and attach copies of all correspondence.</i> <b>Actions:</b>
6	<b>Signed:</b> <span style="float: right;"><small>(On behalf of the Petty Pool Trust)</small></span>



# Complaint Form with Symbols

2021-23








You can ask a friend to help you to write the complaint.



Or you can record your complaint on a digital camera.



Use a communication book to tell us about it if you prefer.

1	<b>Name:</b>
2	<b>Date:</b>
3	<b>I want to complain about...</b>          
4	<b>How would you like us to respond to your complaint? (Circle)</b>   Face to face  Phone  Letter  Email
5	<b>Signed:</b>          