

## Forming Connections

# COMPLAINTS POLICY & PROCEDURE

**Last reviewed:** 26/05/2026

**Next review due:** 25/05/2027

**Policy owner:** Education Director

**Applies to:** All staff, contractors, volunteers, participants, parents/carers, and external partners

## 1. Policy Statement

At **Forming Connections**, we recognise the importance of client, prospective clients and learner complaints and welcome them as a valuable form of feedback about our services. We are committed to delivering high-quality education, training, and support services, and we use the information we receive through complaints to help drive forward continuous improvements and strengthen trust with our participants, staff, and partners.

A complaint is a way of letting us know that you are not happy with a particular service. We welcome your feedback. A complaint may be about delay, lack of response, discourtesy, failure to consult, or about the standard of service you have received.

Please let us know if:

- You think we have done something wrong.
- We have not done something that we said we would do.
- You are not satisfied with a particular service or set of services that we provide.

## 2. Purpose & Scope

This policy aims to provide a clear, fair, and prompt process for raising and resolving complaints respectfully and without discrimination.

This policy applies to complaints made by:

- Participants, learners, or their parents/carers.
- Staff, volunteers, or contractors.
- Partner organisations or members of the public.

It covers all areas of our work, including training and workshop delivery, consultancy services, administrative issues, communications, and the behaviour of staff, contractors, or volunteers.

### Important Exceptions:

- **Safeguarding:** Any complaint involving an allegation of abuse, harm, or risk to a child or vulnerable adult is not dealt with under this policy. It must be referred *immediately* to the Designated Safeguarding Lead (DSL) following our Safeguarding Policy.
- **Assessment/Verification Decisions:** In the instance where a complaint is specifically regarding an assessment or verification decision, the stages outlined in the separate **Appeals Procedure** must be followed.

## 3. Definitions

- **Complaint:** A grievance, problem, difficulty, or formal expression of dissatisfaction regarding a service or action that requires investigation and resolution.

## 4. Anonymous Complaints

We understand that it might be difficult for you to complain because you are worried that your complaint could result in a poorer service. Please be assured that we treat all complaints in the strictest confidence, and that it is your right to complain.

Anonymous complaints will be reviewed and investigated where sufficient information is provided. However, if you do not provide us with a contact name or address, it will not be possible for us to get back to you with the outcome of the investigation.

## 5. Procedure & Timelines

### Stage 1 – Informal Resolution

- In the first instance, the complaint should be discussed directly with the team member concerned, and a resolution sought within **48 hours** of the incident occurring.
- If this is successful and a resolution is reached, the complaint must be documented on the attached **Appendix (1)** form and sent to the Education

Director for filing. This should be received by the end of the next working day, and no further action will be taken.

## Stage 2 – Escalation to Management

- If an individual wishes to make a complaint but feels unable to discuss it with the team member concerned, or if a Stage 1 informal resolution cannot be reached, the matter should be referred directly to the Education Director within **48 hours** of the incident (or Stage 1 failure).
- The nature of the complaint will be documented as per **Appendix (1)**.
- On receipt of the complaint, the details will be brought to the attention of the team member concerned and discussed within **48 hours** of receiving the complaint. The Education Director will then contact the individual making the complaint with a view to resolve.

## Stage 3 – Formal Meeting and Final Decision

- If a resolution still cannot be found, the Education Director will arrange a formal meeting with all relevant parties to agree on a resolution.
- This meeting and the final agreed resolution will take place within **30 days** of the initial escalation. This decision will be final.

## 6. Contact Details for Complaints

Complaints can be raised via the following channels:

- **By Email:** [brenda@formingconnections.co.uk](mailto:brenda@formingconnections.co.uk)
- **In Writing:** Brenda Keirnan (Complaints), Forming Connections, Office 403, The Old Courthouse, 18-22 St Peters Courtyard, Derby, DE1 1NN.

If you need support to make a complaint (e.g., due to a disability or language needs), please let us know and we will make reasonable adjustments.

## 7. Recording, Confidentiality & Monitoring

- The Company Administrator/Director will maintain a secure record of all complaints and make these available on request to relevant regulatory bodies (such as The CPD Group).
- All complaints must be regarded as strictly confidential and discussed only with those parties directly involved in resolving the matter.
- We regularly review complaints data to identify patterns, inform staff training, and continuously improve our services.

## 8. Unreasonable Behaviour

We are committed to treating all complainants with respect and expect the same in return. If a complainant behaves in a threatening, abusive, or unreasonable manner, we may set limits on communications. This will not affect the substance of any legitimate complaint.

## 9. Policy Review

This policy will be reviewed annually or sooner if required by changes in legislation, regulatory requirements, or organisational practice.

# Appendix 1: Record of Complaint

Name of Individual making the complaint: \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_

Nature of Complaint:

*(Please outline the details of the issue, what occurred, and who was involved)*

Resolution Agreed:

*(To be completed once a resolution is reached at Stage 1, 2, or 3)*

Brenda Keirnan 29/09/2025



Signed (Complainant): \_\_\_\_\_

Date: \_\_\_\_\_

Signed (Training Manager / Director): \_\_\_\_\_

Date: \_\_\_\_\_

Name: Brenda Keirnan  
Role: Education Director  
Date: 26/05/2026