


Skills Construction Centre Complaints Policy



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Approved by	 Sonya Daley

Skills Construction Centre Complaints Policy



Formal Complaints through this Policy should be addressed to our Managing Director who will direct to the most appropriate member of staff at Stage One.

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1. Policy Statement

Skills Construction Centre recognises that:

- All Centre Users, including learners and apprentices have the right to a high standard of customer service, teaching, learning, and training
- All Centre Users have the right to complain if they are not happy with the standard of the services they receive
- A straightforward process must be in place to for complaints to be submitted quickly and easily
- Learning from complaints helps us to improve the service we provide.to our learners, apprentices, employers, partners and managing agencies.

2. Policy Purpose

The purpose of this policy and procedure is to:

- Help us to provide a high standard of service to all Skills Construction Centre Users
- Ensure that learners, apprentices, employers, partners and managing agencies know they have a right to complain and understand how to do this
- Ensure that we deal with complaints in a standardised, fair, and positive way and use them to make improvements
- Outline the remit of the Complaints Procedure
- Outline the steps that those wishing to complain should take

3. Complaints Policy Users

This policy and procedure are for learners, apprentices, young people, partners, employers, and those already using or wishing to use Skills Construction Centre services and opportunities.

Paid or unpaid staff who are unhappy about their own experience in the workplace should not use this policy but should refer to the internal Grievance Policy and Procedure.

Paid or unpaid staff who wish to report issues of malpractice or wrongdoing in the workplace should refer to the internal Whistle-blowing procedure.

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Safeguarding, Prevent and Equality and Diversity issues will always be investigated and reported through the relevant Policy.

4. Complaints Commitment - Skills Construction Centre will:

- Clearly define what we mean by a complaint.
- Set out a simple procedure for complainants to follow.
- Communicate the policy and procedure clearly and widely through notices, statements, handbooks and our website.
- Ensure that all Centre users, apprentices, and employers are aware of the Policy and understand how to complain
- Ensure that complainants understand to use other Company Policies where appropriate
- Reassure users that they will not be penalised for using the complaints procedure and respond reasonably and objectively to any complaints within a published period.
- Appoint an Investigating Officer at the appropriate Senior Level
- Offer resolutions at different points depending on the seriousness of the complaint.
- Ensure we keep the complainant fully informed during the investigation and at its resolutions
- Maintain clear records of the complaint and the outcome

5. Complaint Definition

A complaint is a statement from Centre Users or any external partners concerning alleged poor service by Skills Construction Centre and the desire for improvement or recompense. The complaint may relate to:

- Behaviour of a staff member
- Behaviour of other Centre Users
- Standards of service or quality of teaching, training, and learning received.
- Service delivery
- Standards of building, facilities, or equipment
- Standards, availability, or accessibility of written information.
- Level of service received by telephone, online or face-to-face communication,
- Specific activities or events.
- All other issues relating to the level of service provided at Skills Construction Centre.

6. Complaints Procedure

6.1. If possible, the person should discuss the complaint informally with the relevant staff member. If this is not feasible, the informal discussion can be with a more senior staff member or our Internal Quality Advisor. Apprentices may wish to discuss with their Apprenticeship Officer at this stage.

6.2. The staff member involved will attempt try to resolve the matter informally in order that the issue is settled quickly and simply.

6.3. Where this is not possible, Stage One of the complaints procedure commences:

6.4 . **Stage One of Formal Complaints Procedure**

- a. The complainant should now put their concerns in writing to the relevant staff member, their manager, or our Internal Quality Advisor. The Centre can offer support with this process if needed. Apprentices can use their Apprenticeship Officer for support with this if required. The staff member involved must give the written complaint to their Line Manager within 24 hours and the Manager must acknowledge the complaint within two working days. The response must outline the Investigation process in terms of:
 - Provisional and realistic timescale: normally 14 days unless further arrangements made
 - Date for next communication
 - Contact name and details
 - Any additional support contacts including Apprenticeship Officer
 - Whether normal service can continue during the investigation
 - Any interim arrangements that may be necessary pending resolution
- b. Where the complaint involves another person whether a paid or unpaid staff member or another learner, and it is safe to do so and does not compromise the investigation, the person should be informed within two working days, or as soon as possible and advised of the nature of the complaint against them. If the person is under 18, and/or employed as an apprentice, the parent/employer/ managing agency should also be involved.
- c. The Investigating Officer will plan the investigation according to the nature of the complaint, considering any relevant witnesses or specialist opinion, as necessary. As a minimum, the complainant should be interviewed. Any person who might be the subject of the complaint should also be interviewed, provided that doing so would not compromise anyone's safety or a police investigation.
- d. If the complaint is about a building, facilities, or equipment, we will examine the issue with the support of the Health and Safety Advisor and other specialist personnel.

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- e. If the complaint is about access to a course, the reasoning behind a decision to offer or not offer a particular course, we will examine this issue with input from Recruitment and Engagement teams.
- f. If, at any point during the investigation, a criminal offence may have been committed, we will report the matter to the police and seek advice as to whether the internal investigation can continue alongside police enquiries.
- g. If a learner may have been harmed significantly or could be at risk of significant harm, Learner Protection procedures should be instigated immediately with reference to the Safeguarding Policy,
- h. The Investigating Officer will make notes of the investigation, including notes of any meetings that take place, and should complete a full report based on these.
- i. The report should document clearly whether the complaint is upheld or not and should make recommendations about how the Company will now proceed. We will share the report with the complainant and all others involved. Any additional comments that either party makes concerning the findings of the report should be summarised at the end of the report.
- j. Where there is agreement from all parties about ameliorative actions, this must be documented, and a review date set to ensure the issue is fully rectified.
- k. Where an agreement cannot be reached, this must be documented, and the matter then becomes a stage two complaint. A complaint also progresses to stage two if within the last 12 months we have investigated the matter as a Stage One Complaint and rectified but the same issue has now resurfaced.

6.5. Stage Two of the Complaints Procedure

- a. At Stage Two, the Director will either take on the role of Investigating Officer or will appoint a new Investigating Officer who is completely independent to the Centre and of an appropriate senior external position. The Director should commission the investigation and findings reported back to the Director.
- b. At this stage, the complainant should indicate in writing their intention to continue with the complaint including the reasons for this,
- c. The Investigating Officer should present the written statement to the Centre Director, who will then, respond in writing to the complainant within two working days, in the same way as indicated in the Stage One procedure, and should provide the name and full contact details of the nominated Investigating Officer.
- d. The Investigation and subsequent sharing of the report should follow the same procedure as Stage One with a realistic timescale of a further 14 days unless there is sufficient reason to extend including referral to external organisations.

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- e. Stage Two is the final stage of the Company Complaints Procedure. If any party wishes to continue further following its completion, they should take this up with an external party. The Company will offer advice about potential recourse possibilities including Local Council, Awarding Body, EPAO, Managing Agency and Ofsted.

6.6. Keeping a record of the complaint

- a. Regardless of whether the Complaint Investigation is formal or informal, the Investigating Officer will keep accurate notes at each stage of the process, including records of meetings. Copies of the final report will be available to all parties involved.
- b. If the complaint leads to any disciplinary action or referral to a statutory authority, we will maintain confidential copies of the notes made during the investigation and the final report with any notes relating to the outcome, in the personal file of the complaint subject.
- c. We will maintain anonymous summary notes of any other complaint in a confidential central complaints file. This will assist Skills Construction Centre to continually monitor complaints and evaluate and review Centre practices.