

Complaints Policy and Procedure

Aims and Objectives of This Policy

SWP Training is committed to providing quality student service, working openly, and being accountable to parents/carers and other professionals. We recognise the value of feedback in improving the quality of what we do. We aim to respond positively to complaints and correct mistakes. If appropriate, we plan to resolve the complaint and make things right.

Principles

We will:

- Treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response.
- Deal with complaints promptly, politely and, when appropriate, confidentially.
- Respond correctly—for example, with an explanation, an apology where we have gotten things wrong, or information on any action taken.
- To learn from complaints, use them to improve our service, and review our complaints policy and procedures annually.
- Make information available to students and parents in writing.

We recognise that many concerns will be raised informally and dealt with quickly. We aim to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred.
- To resolve the issue.

An informal approach is appropriate when possible. However, the formal complaint procedure should be followed if concerns cannot be satisfactorily resolved informally.

Responsibilities of SWP Training

We will:

- acknowledge the formal complaint in writing
- respond within a stated period (three days)
- deal reasonably and sensitively with the complaint
- act where appropriate.

Panel Hearing (Where a complainant is not satisfied with the decision seven days)

- Ensure that, where appropriate, a panel hearing is convened with the proprietor and three people not directly involved in the matters detailed in the complaint (one person utterly independent of the provision).
- The parent/person will attend the panel hearing should they wish. They can be accompanied.

- The panel's findings are written and shared with the complainant and, where appropriate, shared with the person complained about, as well as a copy stored for inspection at the provision.
- To keep a record of all complaints and whether they are resolved or were dealt with by the panel process and the result of the complaints (regardless of whether they are upheld), including the actions taken.
- All correspondence is stored confidentially and available to the secretary of state or OFSTED to view.
- Resolve the issue.

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that the complainant and ALT maintain confidentiality. However, the circumstances giving rise to the complaint may be such that maintaining confidentiality may not be possible (with each complaint judged on its merit). Should this be the case, the situation will be explained to the complainant.

Formal Complaints Procedure

Stage 1

In the first instance, if you cannot resolve the issue informally, you should write to us so that we can correct it.

You can expect your complaint to be acknowledged within four days of receipt. You should get a response and an explanation within 15 working days.

Please write to:

Shaun Pollard
SWP Training
The Wellbeing Centre
Rear of 18-20 Diamond Avenue
NG17 7BB
Email: Office@swp-training.com

We aim to resolve all matters as quickly as possible. However, some issues will inevitably be more complex and, therefore, may require longer to be thoroughly investigated. If a matter requires a more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, when a full reply can be expected, and from whom.

Stage 2

If you are dissatisfied with the response to the complaint, you should contact the Panel convened to deal with your complaint connected with SWP Training. This information and contact details will be included in the response at Stage 1. The complaint will be handled following the provisions or agency's complaints procedure.