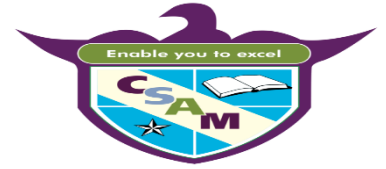




Complaint Procedure

<i>Date of Last Approval</i>	<i>30-08-22</i>
<i>Approval/review by</i>	<i>HSS/DOS/Principal</i>
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Croydonsam Training

POLICY AND PROCEDURES FOR HANDLING COMPLAINTS FROM USERS OF THE COLLEGE

General Policy

CroydonSAM is committed to monitoring and evaluating its services in order to enhance the quality of service provided. Complaint, comments, and feedback on our services are always welcome. The Complaint Procedure is the mechanism by which staff, students and other customer can obtain redress, as far as possible, for any disadvantage, damage, or distress caused by acts of omission or commission of the College, its staff, or agents

This policy applies to complaints relating to any service run by Croydon SAM

All complaints, whether verbal or written, will be dealt with politely, sensitively, and promptly. The intention of all staff must be to:

- Satisfy the person making the complaint that the cause of dissatisfaction has been sympathetically investigated in a fair and thorough way.
- Use each complaint to identify and rectify any gap or weakness in the provision of service.

Complaints must be handled in a way which reflects Croydon SAM core values which must include:

- Respect for all individuals and recognition of the value of their contribution. In dealing with a complaint, it is important that all staff (and appeal panel if necessary) accept that the person with a complaint has a legitimate and an important view.
- Encouraging individual to present their concerns and to recognise the value and importance of their view.

- A view that Croydon SAM will listen to all users. Complaints about the service should be taken seriously and considerable efforts must be made to ensure that there is an improvement in the service following any complaint that is deemed justifiable.

Rights and Responsibilities apply in the handling of complaints: -

- It is the responsibility of the Head of support Services to ensure that every member of staff observe this policy and procedure.
- The Head of support Services will take action following the outcome of the investigation of a complaint.
- Croydonsam will maintain a register of complaints and provide an annual report to the director.
- The Head of support Services will sign all written replies to complaints.
- Staff who is referred to in a letter of complaint have a right to see a copy of the reply sent to the complainant.
- All users have the right to be given the correct information on how to make a complaint.

Verbal complaints

- Whenever a complaint is made verbally, it should be dealt with in a sympathetic and understanding way and an explanation should be provided wherever possible. In many cases this will prevent any escalation into a formal complaint. Staff should advise complainants to refer matters for formal investigation in writing if this is appropriate or if they are dissatisfied with a response.
- If the complainant is unwilling or unable to send a written complaint but wishes the matter to be pursued, the member of staff dealing with the matter should arrange for a record of the complaint to be made and for the complainant to sign it. The complaint should then be passed to the principal. In a situation where the complainant is unwilling to sign the statement, the complaint should still be investigated.
- A note should be kept on file of all verbal complaints and the subsequent action taken, for refer purpose should incase the complaint is taken further.

- It is particularly important that any complaint which includes serious allegations be reported to the Head of support Services, whether or not the complaint has been lodged formally or in writing.

Written Complaints

- All written complaints should be addressed to the Head of support Services, and where written complaints are received by any other members of staff these should be sent immediately to the principal.
- The principal will acknowledge a complaint within **5 working days** of receipt and will indicate when a full reply is likely to be sent (normally within **3 weeks** of receipt).
- Where members of staff are the subject of complaint, the person investigating the complaint should give the member of staff the opportunity of reading the letter.
- There will often be occasions where it will be more appropriate for the principal, or someone acting on their behalf, to suggest a meeting with the complainant to discuss the complaint. A follow-up letter should be sent by the principal recording that the matter has been resolved to the satisfaction of the complainant or, if this is not the case, offering a formal response in writing.
- The written reply should be sensitive in both content and style, and should explain what action has been taken, or if not why. A copy of the reply will be sent to the Administrator. In serious cases the letter of reply should indicate there is a right of appeal to the Director
- A complaint may be made in the complainant's own language; there is no stipulation that English must be used.

Complaints by staff on behalf of users

- Exceptionally, there may be an instance when a member of staff wishes to complain on behalf of one of the users, when for example they feel the quality of service has fallen significantly short of what can be reasonably be expected.
- The member of staff should report their concerns to the principal.
- It may be necessary to ask the member of staff making the complaint to substantiate it in writing.
- The outcome of the enquiry will always be made known to the complainant and if they are not

happy, they may raise it with the Director.

Complaints that may involve criminal proceedings

- If, a complaint appears or is alleged that a criminal offence may have been committed; The principal should be informed immediately who will then decide whether or not to contact the police.

- Where the police are brought in, the Principal should take care not to prejudice police enquiries or court proceedings