

COMPLAINTS POLICY & PROCEDURES

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COMPLAINTS POLICY & PROCEDURES

SCOPE & PRINCIPLES

Free to Learn Ltd (Free2Learn) is committed to providing high quality services and welcomes suggestions and recommendations for improvement.

To support our commitment to improving the quality of the services we deliver we have adopted a complaints policy.

This document covers the procedures used to deal with complaints involving staff, external stakeholders, Free2Learn clients including apprentices and employers. Complaints that relate to internal matters involving staff or contractors will be subject to Free2Learn disciplinary or grievance procedures.

The principles on which our complaints procedure is based are:

- We will always seek an informal resolution of complaints where possible;
- Our procedure will be publicized and Free2Learn will promote open access to it;
- All staff will receive information on this procedure during induction;
- All staff and senior managers will adopt a solution focused approach in response to justified complaints;
- All complaints will be subject to impartial review.

HOW TO MAKE A COMPLAINT

If you wish to make a complaint about our services or your treatment by Free2Learn you can use this complaints policy. Complaints can be made about any aspect of our service, including an individual, the centre or a centre policy.

We encourage complaints to be made at the time the issue arises, but within 1 month.

At any stage of the complaints procedure you are entitled to seek support from any person unconnected with Free2Learn.

If you feel your complaint is serious, you are entitled to proceed directly to Stage 2 of the procedure.

STAGE 1

The first stage of our procedure is to discuss the complaint with the member of staff concerned or the Regional Manager where applicable. This might be done verbally, by telephone or in writing but within one month of the action occurring. Free2Learn staff will attempt to resolve this issue immediately but if the matter requires further investigation or further information is needed we will get back to you within an agreed timescale, usually within five working days of receiving the complaint.

Free to Learn Ltd staff will seek to reach an informal and mutually agreeable solution to your complaint.

If you have been unable to reach a solution informally you may proceed to stage 2 of our procedure.

STAGE 2

You should write (via post or e-mail) to the designated contact at Free to Learn Ltd (Head of Operations), outlining the nature of your complaint and providing as much detail as possible. This should be within one month of the action that gave rise to your complaint or within one month of completing Stage 1.

The Head of Operations will respond within 10 working days, acknowledging your complaint. We aim to inform you of the outcome of your complaint within 4 weeks. This deadline may need to be extended in certain circumstances but you will be informed of this in writing.

During the investigation you will be provided with an opportunity to have a meeting to explain the circumstances of your complaint.
The complaint will be dealt with according to all the relevant Policies and Procedures.
The relevant members of staff will be involved in the investigation.

STAGE 3

If you are not happy with the response provided by the Head of Operations you are entitled to have your complaint reviewed by another member of the Senior Management Team at Free2Learn.

You will have the opportunity to meet with the Senior Manager to discuss your complaint and will receive a final report and details of any proposed actions within an agreed timescale, usually within one month

will be invited for a meeting to discuss the complaint and the outcome.

The decision of the senior manager dealing with the complaint will be final.

Please also be advised that you can escalate your complaint to the relevant Awarding Organisation should you remain dissatisfied. Further escalation would be to the relevant qualification regulator, for example, Ofqual, Qualifications Wales and Council for the Curriculum, Examinations and Assessment.

REPORTING/ TAKING ACTION ON COMPLAINTS

Details of all complaints together with outcome letters where applicable will be stored. Complaints and grievances raised, will be collected, monitored and analysed by the management team. This will feed into the organisation's improvement plans as we are committed to high quality and learner satisfaction.



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