



Complaints Policy and Procedure

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Introduction

If you are not satisfied with the service you receive at All Inclusive Advice & Training and feel there is something that should be investigated please let us know as soon as possible.

All Inclusive's Complaints Policy and Procedure is for the use of staff, volunteers, clients, visitors, employers, learners/apprentices and members of the local community.

We aim to respond within the timescales given at each step of this procedure, but in the case of very complex complaints or those being reviewed during out of service times it may not always be possible.

1. Complaints Procedure (for staff and volunteers)

- a. If informal attempts to resolve a grievance prove unavailing, trainers and volunteers may raise the matter formally in writing about which the complaint is being made to the Safeguarding Officer – Patricia Muirhead at support@allinclusivetraining.org.
- b. If the member of staff or volunteer is dissatisfied with the result of an approach under paragraph (a) or if the grievance directly concerns the person mentioned above, the member may apply in writing to the Director for redress of the grievance.
- c. If it appears to the Director that the matter has been finally determined or that the grievance is trivial or invalid, he/she may dismiss it summarily, or take no action upon it. If it so appears to the Director he/she shall inform the member.
- d. If the complaint is not resolvable by the Director then they may take the matter to the Governing Board whose ruling shall be considered final.
- e. All responses to written complaints will be considered within 14 days but auctioned within 28 days.

2. Complaints Procedure (external)

- a. If informal attempts to resolve a grievance prove unavailing, the complainant may raise the matter formally in writing with the Director about which the complaint is being made.
- b. If it remains unresolved then they can appeal to the Board of Trustees whose decision and ruling is final.
- c. All responses to written complaints will be considered within 14 days but auctioned within 28 days.

3. Complaints Procedure (for learners/apprentices)

Level 1

Wherever possible, complaints should be raised immediately with the member of staff responsible, the learner/apprentice coordinator or one of the student representatives with the aim of resolving the problem directly. If you remain dissatisfied with the response to your complaint at Level 1 you should use Level 2 of the process.

Level 2

Where it has not been possible to resolve matters at Level 1 you should email the Student Liaison/Safeguarding Officer – Patricia Muirhead at support@allinclusivetraining.org. In order for your complaint to be properly investigated it is essential that you are specific about the cause and nature of your complaint. You should present full details, including your name and term-time address and include all relevant documentation. You should detail what attempts you have already made to resolve the complaint, and state what outcome and remedy you are seeking. This will be strictly confidential.

- Formal (Level 2) complaints should be lodged within twenty-eight days of the conclusion of the informal (Level 1) phase. Complaints received later than this will not normally be considered. You should expect to receive an acknowledgement of the receipt of your complaint within five working days.
- Academic complaints relate to issues that have a direct effect on the provision of teaching, learning, research and supervision.
- Non-academic complaints usually relate to issues connected with learning services but also cover any inappropriate behaviour from teaching staff, including allegations of behaviour which is discriminatory or harassing.
- If the Director concerned has already been involved at Level 1, an appropriately senior alternative member of staff will be identified to deal with the Level 2 investigation.
- In some cases you may be contacted for further information or clarification and you have the right to request a meeting with the person investigating your complaint, to discuss the issues in person.
- You will be informed, in writing, of the outcome of your complaint. It is our aim to resolve most complaints at Level 2 within 28 working days from the date of our acknowledgement. You will be informed if, for any reason, there is likely to be any delay in the process.

Level 3

In the event that you remain dissatisfied with the outcome of your complaint at Level 2 or have new evidence you wish to be considered, your complaint can be passed to the Director for final internal review. You should lodge your request for Level 3 review of your complaint within 28 days of receiving the outcome of the Level 2 investigation. Requests for review received later than this will not normally be considered.

You will be sent an acknowledgment within 5 working days. An independent committee will assess and review any new evidence and the findings of the original complaint. This review will be carried out within 14 working days from the date of our acknowledgement.

Requests to review the outcomes of Level 2 investigations will be considered in terms of whether any of these conditions are met:

- There were procedural irregularities in the investigation of the complaint; or
- Fresh evidence can be presented which was not or could not reasonably have been made available to the investigator at Level 2; or
- The finding of the investigation was against the weight of the evidence.

If the Director is satisfied that any of the above conditions apply, they will undertake a further investigation of the complaint. Where appropriate they will consult with other Senior Officers.

You should normally receive a written response to your complaint from us within 28 working days from the date that the complaint was progressed to step 3.

Independent Review

The Trustees will provide an independent scheme for the review of learner complaints or appeals. When the Training Centre's internal procedures for dealing with complaints and appeals have been exhausted, the Training Centre will issue a Completion of Procedures letter. Students wishing to avail themselves of the opportunity of an independent review by the Trustees must submit their application to the Trustees within three months of the issue of the Completion of Procedures letter. The Trustees will not normally consider a complaint which has not previously been considered under all the procedures available within the Training Centre, and will not normally consider

complaints where the Completion of Procedures Letter is issued more than 1 year after the substantive event(s) complained about.

General Principles

As a general principle the Training Centre expects that complaints will be dealt with informally in the first instance. Many complaints can be dealt with quickly and effectively in this manner without the need to follow formal procedures. This complaints procedure has been designed with this in mind.

The Training Centre is committed to providing a high quality service to its students and you are encouraged to let it know when there is cause for concern or a need for improvement. However, the Training Centre will not accept complaints which are frivolous (unfounded, trivial) or malicious (with vindictive motivation).

You should be assured that no complainant will be disadvantaged by having raised a complaint. Privacy and confidentiality will be maintained in the handling of complaints except where:

disclosure is necessary to progress the complaint. It is the Training Centre's expectation that the confidentiality of any documentation generated by a complaint will be respected by all parties.

If you are considering making a complaint you are strongly advised to talk to one of the following. They can advise you on how to deal with your complaint, help to resolve it informally and, if necessary, support you in the process of making a formal complaint.

- A Student Representative
- External NUS advisor
- Safeguarding Officer
- Learner/Apprentice Coordinator

The following list indicates examples of the type of complaint covered by the procedure:

- Poor teaching or supervision
- Misleading information in prospectuses or in advertising or promotional material
- A failing in a training service, academic or non-academic
- Inadequate facilities
- The behaviour of a member of training staff

The following are not covered by the procedure:

A request for a review of a decision of an academic body (e.g. Examination Board) regarding student progression, assessment and award.

Complaint against another student. These are dealt with under the separate Student Disciplinary Procedures.

It is important to remember that complaints will not always produce the outcome preferred by the complainant. There may be a number of reasons for this, including lack of evidence to substantiate the complaint or the fact that circumstances beyond the Training Centre's control may affect the level of service provided. However, whatever the decision, you will be informed of the result of your complaint in writing and will be provided with the reasons for the outcome.

The Director will be responsible for making an annual report thus providing a qualitative and quantitative record of the number of formal written complaints received, actions taken and/or proposals for future improvements to services or changes to policies or procedures.

Awarding Body

If you are still not satisfied, you can then contact the Awarding Body - AAT about your complaint. Normally, you will need to bring a complaint to AAT within six months of the alleged issue occurring. For further information, you should contact AAT on **+44 (0)20 3735 2468** or or email **aat@aat.org.uk**

How to complain to ESFA

We only accept complaints in writing, by email or letter, except where we are required to make reasonable adjustments. Please let us know if this applies to you, either through a third party or by [calling us](#), and we will arrange for someone to handle your complaint accordingly.

If you have difficulties in providing details in writing or if you are under 18, we will consider complaints made on your behalf by a third party. You will need to confirm that we can communicate with that third party on your behalf. If the complaint is on behalf of more than one person, we will need written permission from everyone.

You should email complaints to complaints.esfa@education.gov.uk, or put them in a letter to:

DfE helpline

Telephone: 0370 000 2288

Customer Service Team,
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT

When you contact us about your complaint, you will need to provide us with the following:

- The name of the organisation you are complaining about
- Details of what your complaint is, together with the relevant documents
- Evidence that you have fully exhausted the organisation's complaints procedure, including any appeals process (for example, written correspondence confirming the outcome)
- Permission to disclose details of your complaint to the organisation concerned
- If you are acting on behalf of a learner, evidence that you have their permission to do so
- We can only investigate on behalf of learners whose courses we fund or employers that we fund. We may ask you for further information to help us confirm this.

ESFA Emergency Contact details

Email: SDE.servicedesk@education.gov.uk

Telephone: 0370 2670001