

ACADEMY4PM

Complaints and Dispute Resolution Policy

Effective From: 1st May 2020

This Policy refers to both employees and learners

Document Control:

Date	Version	Chapter	Change
17 th May 2017	V1	All	Baseline Academy4PM Complaint and Dispute Resolution Policy
30 th April 2020	V2	All	Standardisation and Review by Ceri Hartnell
30 th April 2020	V2	All	Review – waiting for approval by Executive Director
1 st May 2020	V2	All	Approved by Joseph Alba – Executive Director

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Academy4PM Commitments

Academy4PM is committed to providing a high-quality service for our learners, clients and the community we serve.

All complaints will be dealt with in a prompt, fair and objective manner. Complaints will be dealt with without recrimination and learners will not be disadvantaged by raising a complaint.

We will be fair in the treatment of all those who complain irrespective of age, gender, ethnicity or disability. Complaints will be dealt with promptly, constructively and in confidence shared only with persons involved or subject to a complaint.

The outcomes of any complaint will be shared with the complainant and those involved. However, complaints which on investigation are found to be malicious, may result in disciplinary action.

The Head of Academy4PM will be responsible for the management of the Complaints Policy and all learners will be informed how to contact the Head of Academy4PM.

Scope of Complaints Procedure

The Procedure deals with complaints arising from:

- Delivery (or lack of delivery) of services for education and training including teaching, course content, tutoring, assessment, feedback on progress and learner support during learning programmes
- Incorrect or misleading information about services provided by Academy4PM
- Delivery (or lack of delivery) of support services provided by Academy4PM including administration of fees, enrolment processes, Academy4PM accommodation, health and safety and learner resource services
- Unacceptable actions or behaviour by Academy4PM staff and/or other learners in Academy4PM

Separate procedures exist for learner disciplinary and appeals.

How to complain

Complaints must be made in writing to the Head of Academy4PM.

Support can be made available for all those involved in a complaint including:

- Representation: parent, guardian, friend or supporter
- Help with completing the written complaint

Induction will provide further details regarding this process.

Informal resolution of complaints

Most complaints should be able to be resolved by discussion between the complainant and the appropriate member of staff. The initial complaint may be made orally or in writing and the member of staff receiving the complaint should make a response within 10 working days, orally or in writing. It is expected that staff are tactful and courteous in dealing with a complaint. If the complainant is dissatisfied with the response received, they should then be instructed to follow the formal procedure.

Formal procedure

A formal complaint should be made in writing within 15 working days of an incident or action from which the complaint arises, or from the date when the complainant received an oral or written reply to an informal complaint (see above). In exceptional circumstances, a longer period will be considered. The complaint should be sent to the Head of Academy4PM. If the complaint involves the Head of Academy4PM an alternative senior manager will be appointed to manage the process. The complaint will be logged and its receipt will be acknowledged to the complainant within 5 working days.

The Head of Academy4PM will carry out an initial assessment of the complaint within 5 working days. In most cases, complaints will be referred to the appropriate staff for investigation and report. More serious or unusual complaints will be investigated personally by the Head of Academy4PM.

An appropriate Academy4PM manager will carry out a formal investigation of the complaint and may interview the complainant; the respondent; witnesses to the matter or events; and anyone they believe may have a role in establishing or disproving the complaint, as necessary. They will prepare a summary and report back to the Head of Academy4PM within 10 working days of the initial assessment. The Head of Academy4PM will record the outcome of the complaint and will either arrange a meeting to deliver the outcome orally or notify all those involved in writing as appropriate. All outcomes will be confirmed in writing to all those involved.

If the complaint involves a learner, they will be offered support at the meeting. All learners will be encouraged to bring a supporter to the interview. Vulnerable Adults and those under 16 years of age must have the support of their care worker, or a person of their choice, who can act as their advocate and the Head of Academy4PM must be informed.

The formal complaint should be resolved within 25 working days of the receipt of the original formal complaint. If it appears that a decision will not be reached within the due period, those involved will be advised of the need for a longer period.

The decision made will be final but this does not affect an individual's legal rights.

Review of Complaints Policy and Practice

Academy4PM's will review the Complaints Policy and Practice to include:

- Number of complaints of each type
- Time taken to process complaints
- List of outstanding complaints
- Outcomes to complaints
- Results of appeals
- Analysis of complaints and outcomes by age, gender and ethnicity of complainant

If changes are required the Complaints Policy will be rewritten and all staff and learners will be informed.

A record of all complaints for 3 years will be available to the relevant authorities for audit purposes.

Policy Review

This policy and the arrangements for its implementation will be reviewed by the Head of Academy4PM in conjunction with staff and, where appropriate, Learners and Employers on a regular basis.