

COMPLAINTS POLICY

AIMS AND SCOPE OF THE POLICY

This procedure sets out how SBCP will deal with complaints.

This policy covers the day to day running of the organisation. The procedure is designed to enable proper consideration to be given to each complaint in a way that is as fair and impartial as possible.

This policy does not cover employment and working conditions. Colleagues wishing to complain about these areas should follow the Grievance Procedure.

A summary of all complaints will be reviewed annually by the Board.

1. Making complaints

- 1.1 Many complaints can be sorted out informally by discussing the issue with the member of staff concerned, or if necessary in a three way meeting with that member of staff and a manager. However, if after discussing any concerns with them the complainant remains dissatisfied they can make a formal complaint.
- 1.2 To make a formal complaint the complainant should write (letter, fax or e-mail) to the Director stating their concerns as clearly as they can to enable it to address the issues raised as quickly as possible. If they are unable or unwilling to put their concerns in writing, they should be given the opportunity of a meeting with the appropriate Manager who will make record of the complaint.

2. Process

- 2.1 The first response to all complaints (other than those against a Director - see below) will be made by a Manager designated by the director. S/he may delegate this responsibility to another senior member of staff depending on the nature of the complaint.
- 2.2 Complaints against the Director will be handled by the Chair of the Board.
- 2.3 If the complainant is unhappy with the initial response from the Manager, they can ask for it to be reviewed by the Director. If the complainant remains dissatisfied, the complaint will be reviewed by a panel of the Board.
- 2.4 If the complaint concerns a Southern Brooks training course and is not resolved by the Board, the relevant accrediting body may then be contacted.

3. Timeframe

- 3.1 SBCP will send an initial acknowledgement of receipt to the complainant within 5 working days and will aim to send a full response within 20 working days.
- 3.2 However, in some circumstances, for instance where the issues are particularly complex, it may take longer to respond. If we think this is likely we will write to the complainant with a revised time-scale at the earliest opportunity and provide an explanation for the delay.