Document details

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Document Author: Edyta White
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Applicability: This policy applies to all services delivered via One Academy.
Summary: This policy details One Academy’s strategy for actively seeking, responding to and learning from the complaints and compliments received about our service from our customers.

DOCUMENT CONTROL

Version history

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<tr>
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<td>Marc Molloy</td>
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1 INTRODUCTION

Having a positive attitude to both complaints and compliments about our services is vital to creating a team culture that will enable us to achieve our strategic framework’s strategic aim of:

*Attaining excellence, reaching new heights*

One Academy prides itself in putting learners first and does its very best to ensure their time at the Academy is enjoyable and that they succeed. Sometimes though, we make mistakes and we want to know when we do. By letting the Academy know when things go wrong you can help us to put them right and we can often improve our services as a result of your observations. It is our expectation that all complaints will be raised with the person concerned in a prompt and reasonable manner.

We empowering our staff to feel able to share complaints, issues and compliments as part of a formal process without fear of blame, based on a strong understanding that by being positive about dealing with them we can focus on creating great experiences and services that make for happy clients. If we have an attitude to complaints and compliments where our clients can see that we are accountable, that we take ownership and lead all our actions with honesty, discipline and integrity we ensure we make our clients feel that their opinions on our services are valued and appreciated.

2 OBJECTIVE

Complaints and issues

If you wish to make a complaint, we would encourage you to use the informal procedure outlined in this policy as a starting point. If you are not satisfied that your complaint has been addressed, you may wish to use the formal procedure outlined in this policy.

We view complaints as an opportunity to put things right for the person that has made the complaint as well as an opportunity to learn and improve. The way we respond to an unhappy customer will determine how they view our business and what they say about us for a long time to come.

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide.

- When we do not deliver the service expected
- When your course is not as expected
- When you receive a poor quality service

The objectives of our complaints process are to:

- Capture all complaints, resolve them, learn from them.
- Make sure we really listen so that the complainant feels heard
- Do all we can to reach a resolution that recognises what matters to the complainant
- Do all we can to delight an unhappy client to change their perception and exceed their expectations
- Damage control – protect our reputation and our brand by dealing effectively and swiftly
- See complaints as an opportunity to learn lessons and improve

We view compliments as an opportunity to recognise and learn from what we do well and to celebrate and recognise when we provide a great service to our customers. Taking the time to identify and
recognise our strengths and the positive impact they can have on our clients is an equally valuable mechanism for learning lessons.

The objectives of our compliments process are to:

- Capture all compliments, acknowledge them, learn from them, share best practice.
- Celebrate what we do really well that our client value and appreciate.
- Find ways for our staff to recognise and take pride in the great services they provide.

3 RESPONSIBILITIES

| All staff | It is the responsibility of all staff within One Academy to make sure they respond to complaints and compliments in line with the guidance provided through the procedure that supports this policy. |
| Business Support | It is the responsibility of the business support to lead on the role of complaints and compliments investigation and review. For complaints, they will manage the relationship with complainant, coordinate any actions with teams and individuals to reach a resolution, manage follow-up to ensure the complaint has been closed effectively and carry out a route cause analysis to identify and share lessons that can be learned to drive forward improvements. For compliments, they will manage the review to identify best practice and ensure mechanisms are in place to share across the team. |
| Apprenticeship Delivery Manager | Will be responsible for reviewing the outcomes and effectiveness of this policy and associated procedures and ensuring reporting mechanisms are in place to share with One Academy Senior Management Team on a monthly basis. Will be responsible for ensuring lessons learned and best practice are acted upon. |
| Head of Service | Has accountability for ensuring this process is implemented, embedded and followed. |

4 PROCEDURE

Complaints

Informal Complaints Procedure

The quickest way is to discuss your concerns is to follow these guidelines:
1. Discuss your concerns with your Professional Coach
2. If you find this difficult or inappropriate, the person you should speak to Quality Lead or Apprenticeship Delivery Manager
3. If you are not satisfied, then you should contact Head of One Academy
We hope that, by this stage, you have had your concerns appropriately and adequately dealt with and any actions taken have been to your satisfaction. If not, you may wish to make a formal complaint.

Formal Complaints Procedure

We would prefer to have your formal complaint in writing – either by letter, email or on the Complaint Record Form, which is available from One Academy Team and on One File. Complaint Record Form or complaint letter should be emailed to academy@onehousinggroup.co.uk

You should have an initial response within two working days and any further investigation should take no longer than ten working days (may be longer during the summer recess).

The complaint will be dealt with by:
- Acknowledging the formal complaint in writing
- Responding within a stated period of time (as outlined above)
- Dealing with the complaint in consistent and sensitive manner
- Take action where appropriate

In a formal procedure, consistency and fairness are dealt with by:
- Interviewing the person(s) or investigating the circumstances surrounding the complaint and documenting the allegations
- Finding out if the complaint has substance
- Report the process, the evidence, the finding and recommend an outcome
- Implement the outcome or decide on other action.

You will also be given deadlines by which we will deal with your complaint. If your complaint requires further investigative meetings, you will be welcome to bring a friend to any planned meetings. Notes of all meetings held at each stage will be kept on the complaint record.

Appeals

If you are not happy with the way in which your complaint has been addressed. Please write to the Head of the Academy, outlining the reasons why you are not satisfied with the investigation and the allied outcomes.

The Head of One Academy will confirm receipt of the appeal within five working days. The Head of One Academy will investigate the issues raised by consulting with those concerned in the initial procedure. You should hear the results of this investigation within a further ten working days.

If you are not satisfied with the response and actions of the Head of One Academy then the Academy will advise you to which external statutory bodies you can consult.

All staff will be encouraged to make sure all complaints are recorded and passed to the appropriate team members.

All staff will be given guidance on how to acknowledge a complaint, how to record details of the complaint and how to escalate to the appropriate team members using the correct documents and means of communication.
A complaints and compliments email will be linked to the business support team and can be used to promote this policy to clients. This email will also be used by team members to inform of complaints taken.

Business support will own the relationship with the complainant and will carry out an appropriate independent investigation to reach a resolution. All complaints will be followed up to ensure that the complaint has been resolved in the longer term and to ensure the complainant feels valued. A critical part of the performance coach’s role will be to reflect on the causes of a complaint and to carry out a route cause analysis. This will generate suggested improvements to reduce the risk of the same type of complaint reoccurring and may provide lessons to be learned and shared. Detailed reporting mechanisms will be in place to ensure accurate and timely reporting of complaints and resolutions.

The Apprenticeship Delivery Manager will review the process to ensure it is effective and ensure that reports on complaints and resolutions are shared with One Academy SMT according to the agreed schedule.
COMPLAINTS PROCEDURE

Verbal

Complaint Received

Written

Informal Process

yes

Process completed

No

Formal Process

Quality Lead or Apprenticeship Delivery Manager logs complaint, writes holding letter & distributes accordingly to relevant manager for investigation and response

Letter of Response to Complainant from relevant Senior Manager, Copy to Quality Lead or Apprenticeship Delivery Manager

Where the complaint relates to Health and Safety or Teaching & Learning, it will be directed to the relevant manager, but with simultaneous copies being sent by the Quality Lead or Apprenticeship Delivery Manager. The responsible Senior Manager has an executive duty to intervene at any stage of the process if they judge the matter to be sufficiently serious to do so, or if they judge that the progress / resolution of the matter too slow.

YES

Complaint resolved?

NO

Process Completed

Appeal Stages
1. Apprenticeship Delivery Manager
2. External agency, as appropriate
## FORMAL COMPLAINTS RECORD FORM

<table>
<thead>
<tr>
<th>Please tick as appropriate:</th>
<th>Surname:</th>
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<tbody>
<tr>
<td>Mr</td>
<td>Mrs</td>
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Apprenticeship Programme

Address

Daytime Telephone Number

### COMPLAINT

Please provide a summary of the problems which you have experienced or the complaint you have and, if appropriate, any action which you believe would help to resolve your complaint. If you wish to give a more detailed account continue the other side of this sheet.

College use only:

<table>
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<th>Received</th>
<th>Holding letter done &amp; copies send to Head of Academy/Apprenticeship Manager</th>
<th>Tracking of response(s)</th>
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Compliments

All staff will be encouraged to make sure all they actively share any compliments they receive regarding their own service or that of colleagues or the team.

All staff will be given guidance on how to share details of the compliment and how to escalate to the appropriate team members using the correct documents and means of communication.

A complaints and compliments email will be linked to the business support team and can be used to promote this policy to clients. This email will also be used by team members to inform of compliments taken.

Business support will review the compliments received to identify examples of good practice and to evaluate how these can be applied / adapted / shared to ensure improvements across the department. Detailed reporting mechanisms will be in place to ensure accurate and timely reporting of compliments and outcomes.

The Apprenticeship Delivery Manager will review the process to ensure it is effective and ensure that reports on compliments are shared with One Academy SMT drawing attention to areas that need to be acknowledged and lessons that can be shared.