

Complaints Policy and Procedure

Guidelines

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City Gateway offers a range of NVQ and QCF qualifications across Youth Programme and Family Programme. This policy contains guidance and outlines for how complaints are managed. This policy aims to clarify the way in which complaints are managed at City Gateway and seeks to promote a consistent and transparent approach to dealing with complaints.

Principles

This policy is underpinned by the principles noted below:

- Complaints will be considered and resolved as efficiently as possible.
- Complaints will be dealt with by the member of staff best suited to deal with the matter.
- If the complaint is about an individual member of staff they have a right to know the substance and source of any allegation made against them.
- Complaints will be dealt with in line with any relevant national legislation and statutory obligations.
- Complaints will be dealt with having due regard for confidentiality and the security of any records made (see confidentiality and Information Sharing Policy- Data Protection).

Implementation

City Gateway has a four stage process for dealing with complaints. The four stages are:

- Stage 1- complaint heard by member of staff (informal)
- Stage 2- complaint heard by Curriculum Manager or Women's Programme Manager or Early Years Manager (dependent on complaint)
- Stage 3-complaint heard by the Director of Programmes (Youth & Family)
- Stage 4 - Final resolution - Complainants who have exhausted stage 1, stage 2 and stage 3, and are still not satisfied with the decision may proceed to raise this with the relevant qualification regulator.

City Gateway aims to resolve a complaint at the earliest possible opportunity via informal resolution by way of a discussion with the appropriate member of staff.

If the complainant thinks that their complaint has not been resolved then they can take their complaint to Stage 2. Complaints should be submitted in writing within 10 working days of the informal meeting. During this stage the Curriculum Manager will

deal with the complaint. The Curriculum Manager will respond to the complaint in writing via a letter or an email within 10 working days.

If the complainant is still not satisfied they should write to the Director of Programme giving full details of the complaint and the reason why they remain dissatisfied with the previous attempts to resolve the complaint. The request must be received within 10 working days of the date the letter was received from Curriculum Manager.

- The Director of Programme will liaise with Exec team to arrange a response and if needed a complaints panel will convene to include a member of board of Trustees.
- If a complaint panel is arranged, the complainant will be invited to attend a hearing.
- The panel will ensure the complainant is informed of the decision, in writing within 10 working days of the hearing.
- The panel hearing will be held in private and City Gateway aims to resolve the complaint, achieve reconciliation.
- The complaints panel will aim to reach an outcome in respect of the complaint (i.e. upheld, partially upheld, not upheld, unable to substantiate). The panel will also decide and agree on any appropriate action to be taken as a result of the complaint and make recommendations to change processes/procedures to ensure problems of a similar nature do not recur.

Final resolution. Complainants who have undertaken stages 1, 2 and 3, and are still not satisfied with the decision may proceed to raise this with the relevant qualification regulator. Contact details for these regulators will be provided by City Gateway Trust on request. Regulating bodies include SQA Accreditation, Ofqual, and the Council for the Curriculum, Examinations and Assessment. City Gateway Trust will work with candidates to ensure that final resolution is obtained through the appropriate qualification regulator.

- Any disciplinary outcome of any investigations into the conduct of a member of staff at City Gateway is a confidential matter between the member of staff and the senior management and will not be disclosed to complainant.
- The implementation and adherence to this complaint procedure should reduce the number of complaints that become protracted or vexatious. If a complainant tries to reopen the same issue a letter will be sent to explain that the complaint

has been through all stages of the procedure and is now exhausted and the matter is closed.

- The response to any anonymous complaints (verbal or written) will be coordinated by Curriculum Managers.
- City Gateway will keep written records of all complaints and their outcomes.

Further information

- ❖ City Gateway will ensure that the complainant is given reasonable notice of the panel hearing date.
- ❖ City Gateway will consider if staff likely to be involved on handling a complaint are suitably equipped to do so
- ❖ City Gateway will not tolerate abusive language or behaviour at any time and reserve the right to postpone the process should it feel that the welfare of staff, learners and /or senior staff is at significant risk.

Policy Owner: Quality Manager

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Policy Signed off by: D. Wesson

Policy signed off on:

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