



COMPLAINTS PROCEDURE

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Version Control

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| 1 | 25/01/19 | Jonathan Goodall | Jenn Culbert | |
| 2 | 08/07/19 | Jonathan Goodall | Jenn Culbert | 3.6 – GDPR & ISO 27001 added |
| 3 | 31/07/20 | Jonathan Goodall | Jenn Culbert | |
| 4 | <i>Scheduled 31/07/21</i> | <i>Jonathan Goodall</i> | <i>Jenn Culbert</i> | |

Approvers

| Version Approved | Name | Position | Date |
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| 1 | Jenn Culbert | Director of Education | 20/02/19 |
| 2 | Jenn Culbert | Director of Education | 12/07/19 |
| 3 | Jenn Culbert | Director of Education | 07/08.20 |

1 Policy Statement

At risual Education, we are committed to providing high quality services for our community, by taking account of stakeholder views, and using the findings to continuously improve and develop our services. This document details the Complaints Policy and Procedure. A complainant may be a student, prospective student, parent, employer, or any other interested party that indicates dissatisfaction with the current level of service.

2 Responsibilities

2.1 Overall responsibility for this procedure lies with Director of Education

2.2 All staff have a responsibility to try to resolve complaints informally.

2.3 All staff have a responsibility to forward complaints to the Quality Manager, should customers remain dissatisfied.

3 Policy

3.1 We will investigate your complaint thoroughly and objectively and it will be regularly monitored by the Quality Manager.

3.2 We aim to resolve your complaint within ten working days – however, some complaints may take longer, especially if the issue is more difficult to resolve.

3.3 We will communicate an approximate timescale for a resolution, where possible

3.4 Complaints should be raised within 12 months of the original issue so that evidence is available for the investigation.

3.5 An investigation may not be possible (or could be limited) for anonymous complaints, depending on the amount of information provided by the complainant.

3.6 Records relating to complaints will be retained for up to three years following GDPR and ISO 27001.

3.7 Complainants should be aware that our staff have the right to work in a pleasant and safe environment, and any violent or abusive behaviour towards staff will not be tolerated.

3.8 risual will ensure that students will not be treated less favourably if they make a complaint, if this is found to be the case, staff disciplinary procedures will be followed.

3.9 Students should be aware that malicious complaints received in any form would be dealt with in line with the Disciplinary process.

3.10 Depending on the circumstances, where a complaint leads to disciplinary action against risual staff, risual may need to keep certain aspects of the outcome confidential in accordance with data protection/GDPR regulations.

4 Procedure for Students

4.1 Stage 1 - Informal

4.1.1 Student concerns should initially be raised with a Lecturer, Trainer Assessor or Personal Tutor (or alternative member of staff if that is not appropriate). The member of staff must take every opportunity to resolve the complaint informally.

4.1.2 The outcome will be communicated to you by the member of staff.

4.1.3 If you are unhappy with the outcome, you can proceed to Stage 2 of this process.

4.2 Stage 2 - Formal

4.2.1 You can contact the risual to make a formal complaint, by post, telephone or email, using the following contact details:

Quality Team Manager, risual Education
risual House
Parker Court
Staffordshire Technology Park
Beaconside
Stafford
ST18 0WP

0300 303 2044

jonathang@risual.com

4.2.2 We will need as much detail as possible from you, for example:

- Your name (and the name of the person that you are representing, if applicable).
- Date of birth.
- Course (if applicable).
- Full details of your complaint (i.e. dates/names of people involved).
- Contact details.

4.2.3 Formal complaints are logged within two working days of receipt by the Quality Manager who will then investigate the issues that you have raised.

4.2.4 The outcome will be communicated to you by the Quality Manager

If you are dissatisfied with the outcome, please follow point 6 of this policy (Stage 3).

5 Procedure for Parents/Employers/Member of the Public

5.1 Stage 1 - Informal

5.1.1 Concerns should initially be raised with a lecturer, personal tutor or relevant College manager. The member of staff must take every opportunity to resolve the complaint informally.

5.1.2 Conduct of another student may be referred for investigation by the Quality Manager

5.2 Stage 2 - Formal

5.2.1 You can contact the risual to make a formal complaint, by post, telephone or email, using the following contact details:

Quality Team Manager, risual Education
risual House
Parker Court
Staffordshire Technology Park
Beaconside
Stafford
ST18 0WP

0300 303 2044

jonathang@risual.com

5.2.2 We will need as much detail as possible from you, for example:

- Your name (and the name of the person that you are representing, if applicable).
- Date of birth.
- Course (if applicable).
- Full details of your complaint (i.e. dates/names of people involved).
- Contact details.

5.2.3 If you are acting on behalf of someone else, we will need their permission before we can disclose any information to you

6 Stage 3 – Complaints Appeals Process – Internal

- 6.1 If you are dissatisfied with the outcome of your formal complaint (Stage 2), you may appeal against the decision within ten working days of our response. If we do not receive an appeal during this period, your complaint will be closed and this will conclude the complaints process.
- 6.2 5.2.1 You can contact the risual to make a formal complaint, by post, telephone or email, using the following contact details:

Director of Education, risual Education
risual House
Parker Court
Staffordshire Technology Park
Beaconside
Stafford
ST18 0WP

0300 303 2044

jenncc@risual.com

- 6.3 Complaint appeals are investigated by the Director of Education. They will aim to resolve your complaint within ten working days – however, some appeals may take longer, especially if the issue is more difficult to resolve.
- 6.4 Where possible we will advise you an approximate timescale for a resolution.
- 6.5 The outcome of this appeal concludes the internal complaints and appeals process.

7 Stage 4 – Complaints Appeal Process – External

- 7.1 If your complaint relates to a course funded by the Education and Skills Funding Agency (ESFA), and Stages 1 to 3 have been fully exhausted, you can contact the ESFA within three months of the appeal decision using the contact details below:

Complaints Team Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

You can also email their Complaints Team at complaints.esfa@education.gov.uk

- 7.2 You can access their Procedure for dealing with complaints about Providers of Education and training by using this link:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/641779/Procedure_for_dealing_with_complaints_about_providers_2017.pdf

7.3 The ESFA will acknowledge your complaint within five days and will let you know what will happen next.

7.4 If you are unhappy with their response, you can write to the Complaints Adjudicator:

Complaints Adjudicator
Legal and Information Compliance
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT