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Procedure FAM 4: Complaints

**1. Scope** This procedure describes how Springboard handles complaints either from customers or others. This procedure is not to be confused with any other appeals procedures relating to assessments.

The term ‘customer’ includes all those parties we consider to be receiving training, funding training, or receiving information from Springboard. This includes learners, clients, funders and training partners

**2. Procedure**

2.1 Acknowledging a complaint

2.2 Receiving the complaint

2.3 Investigating the complaint

2.4 Responding to the claimant

2.5 Appeal

2.6 Analysis of the complaint

2.7 Verification of responsibility and preventative action

2.8 Files and records

**3. Responsibilities**

3.1 SMT

1. **Procedure**

Inevitably complaints will sometimes be made about Springboard. It is possible that these will range from the totally unjustifiable and over demanding to serious and substantial complaints about serious matters. Wherever on this continuum the complaints fall they must be treated quickly and effectively and the complainant must be kept informed of who is dealing with the complaints and at what stage the process is

* 1. Acknowledging a complaint

Minor complaints may be dealt with orally in the first instance by the person receiving the complaint. If the plaintiff is not satisfied with the reply and wishes to take the matter further they should speak to the relevant line manager who will have already been informed about the complaint. If still not satisfied the plaintiff should follow the procedure for serious complaints. Any complaint received in writing must be acknowledged by letter by the manager or appointed deputy

Serious complaints must be acknowledged in writing thanking the complainant for bringing the matter to our attention by the manager or appointed deputy. Any letter sent to a complainant must be given a time scale by when they should expect to hear further. This time scale must never be more than fourteen days. All letters must also state what the complaint is understood to be and invite confirmation of this if appropriate

* 1. Receiving the Complaint

In all cases the person receiving the complaint shall report the matter immediately to his/her manager

* 1. Investigating the Complaint

Where it is necessary to make enquiries with other people to establish the facts of the complaint the name of the complainant shall not be revealed. The complaint must be investigated to as much depth as reasonably possible in order to ascertain the true facts of the matter. The manager or appointed deputy is responsible for co-ordinating the investigation.

* 1. Responding to the Claimant

In serious cases when the facts of the matter are established a letter shall be sent to the complainant. The letter must include:-

* our findings as to the facts
* our view about how justified the complaint is
* the steps which have been and/or will be taken to prevent a repetition (this may include the suggestion of conciliation)

All letters to complainants purporting to settle complaints shall come from the centre manager or appointed deputy

2.5 Appeal

If the grievance has not been resolved to the complainant’s satisfaction they may appeal in writing to the CEO, stating their full grounds of appeal, within one week of the date on which the letter was sent.

 2.6 Analysis of the Complaint

The complaint must be analysed to take preventative actions wherever possible to try and stop the same or a similar situation arising again

Every complaint must have a record of what preventative actions have been considered and implemented. The manager or appointed deputy is responsible for performing and recording this analysis

 2.7 Verification of Responsive and Preventative Action

Any responsive and preventative action shall be assessed after a reasonable period of time to evaluate the need for further action

 2.8 Files and Records

A log of all complaints is maintained by the relevant manager using the complaints form. Any corresponding documentation should be kept with this record. These records will be kept in the appropriate base by the manager

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