

Complaints Policy

Purpose

We want Eat That Frog Group customers and stakeholders to feel that they are part of a great organisation. To make sure we stay a great organisation we need information from you. Eat That Frog Group will always seek to improve its provision of services for the community. We recognise that to do this we must listen to people who use our services, staff, volunteers and other stakeholders.

Who is this policy intended for?

Staff, learners and any other person or company that deals with Eat That Frog Group.

Stage One Informal Complaints

Any person with a complaint or concern is invited to discuss the matter first with an appropriate member of staff. In the case of learners this could be their Tutor or Centre Lead. They will respond with advice and guidance as how to proceed from this point to resolve the issue raised.

In the case of staff, this should always be their Line Manager. If the complaint is about their Line Manager, then a member of the Senior Management Team should be approached. Eat That Frog Group encourages members of the public, parents/carers, employers and partner agencies to try and resolve their dissatisfaction through open and informal procedures in the first instance. If a person does not feel they can speak to the Tutor or Mentor or has not received a satisfactory response from the Tutor or Mentor, then they can move to Stage 2.

Stage Two Formal complaints

If the person is not satisfied with the outcome or does not wish to discuss the matter first with an appropriate member of staff, they should contact the Director of Quality and Learning, Gail Rochelle, via one of the below methods;

At this stage you can write or telephone us as follows:

Telephone: 01803 551551

E-mail: gail.rochelle@eatthatfrog.ac.uk

Post:

Gail Rochelle

Eat That Frog Group

91 Union street

TQ1 3DG

1. Receipt of the complaint will be acknowledged in writing within 2 working days from the date when the formal complaint is received.

2. A Complaint recording log will be completed and discussed with the relevant manager responsible for the area within which the complaint has arisen and a full investigation will be carried out. This may include further discussions, clarifications or meeting with the complainant.

3. We shall reply within a maximum of 15 working days with a full response outlining the outcomes of the investigation. If it is not possible to give a full reply within this time – for instance, because a detailed enquiry is still taking place, or sickness etc. – we will issue an interim response, explaining what is being done to deal with the complaint, when a full reply can be expected and from whom.

4. Where a complaint is not upheld reasons will be given as to why.

5. If the complaint is regarding a Safeguarding issue then the matter will be referred to the Safeguarding Lead.

Stage Three Appeals

1. If the complainant is not satisfied with the outcome noted in the response letter they are entitled to appeal the decision in writing to an appointed person who has no involvement in the complaint or investigation within 10 working days from the date the outcome letter was received. The appointed person will be identified within the Appeals guidance sent with the outcome letter. This appointed person should be a senior staff member and have had no substantial involvement in the dealing of the complaint.

2. If the complaint relates to one of the people outlined in this process it will be dealt with by another person of equal or greater status

During any investigation this information may become known to the individual named in the complaint so we cannot offer any anonymity to a person making a complaint through this process. The exception to this is where there are valid safeguarding concerns.

Furthermore, as detailed in stage two if the comment has further implications under other policies or legally, we may need to pass details of the comment and person raising it to another body.

This policy links with:

- ✔ *Confidentiality*
- ✔ *Data security*
- ✔ *Safeguarding adults*
- ✔ *Child Protection*
- ✔ *Equal opportunities*
- ✔ *Health & safety*

If after following the procedure, the complainant still feels the issue is not resolved, they can contact the relevant awarding body as follows:

City and Guilds

Quality Team

Tel: 0300 303 535

Tel: 08445430000

OCN London

15 Angel Gate, 326 City Road, EC1V 2SF

Tel: 020 7278 5511 (switchboard)

Highfield

Tel: 0845 2260350 / 01302 363277

Email: info@highfield.co.uk

SFEDI

Bernie Patchett

Centre Support/Registration and Certification

Tel: 0845 224 5928

If the issue is not resolved satisfactorily by the awarding body, then appeals should be escalated to the Qualification Regulator:

OfQual:

Tel: 0300 303 3344

Email: public.enquiries@ofqual.gov.uk.



Complaints Recording Log

Name of Person <i>(relationship if made by 3rd party)</i>	Date
Name of person the comment is being raised on behalf of <i>(if applicable)</i>	
Which area of Eat That Frog Group Is the comment about?	
Name of person completing Investigation	
Section 1: Detail of the Complaint: <i>(use additional sheet if required or attach any correspondence)</i>	
Section2: Investigation – detail any other person view or findings: <i>(Please name any people including their role if mentioned)</i>	
Section 3: Desired outcomes of the person making the comment	
Section 4: Outcomes <i>(Detail any specific actions arising from this complaint)</i>	

Section 5:

Response to the person making the complaint

(please attach a copy of the response to this document)

Is this issue now resolved to the satisfaction of the person making the complaint?

YES NO

If no, please use a further form to record any additional actions.

Signed:

Date

Job Title

Complaints Log

Log No.	Date made	Person making Comment	Name of person responding.	Satisfactorily Closed? Y/N	Date closed?
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					