

## Complaints Policy

### Introduction

A complaint arises when someone feels that an aspect of our service to them is unsatisfactory and should be investigated. It is expected that many concerns can be resolved at the point at which they arise by the person directly concerned, overcoming the need to formally record a matter of a complaint. Most complaints or grievances can be resolved by discussing the issue with the person directly involved usually with an appropriate member of staff. If the issue cannot be resolved a complaint can be made.

### Policy Statement

Debut seeks to provide all its customers with the best possible service across the whole range of its activities and respond swiftly with any complaints and within realistic timescales. We will monitor the types and numbers of complaints we receive to identify any trends and/or problems which will allow us to continually improve our service provision. We will not process any anonymous complaints as these do not allow us to implement resolutions.

Our complaints procedure is not intended for appeals against the decision of an Independent Assessment Authority, or for matters related to unacceptable social behaviour by a member of staff or associate (please refer to the relevant Grievance Procedure). Any complaint with regard to assessment practice must be made through the correct Appeals Procedure.

### Scope of Policy

The Debut complaints procedure aims to:

- Be accessible and well-publicised.
- Be simple to understand and use.
- Allow speedy handling with established time limits for action, and to keep people informed of progress.
- Ensure a full and fair investigation without recrimination.
- Encourage reconciliation.
- Respect people's desire for confidentiality.
- Address all the points at issue and provide an effective response and appropriate redress.
- Provide information/feedback to management so that services can continually be improved.
- Debut will be responsible for ensuring that this procedure operates without fear of recrimination or retribution against the complainant.
- That all matters of complaint are dealt in accordance with our Equality and Diversity policy.

### Complaints Procedure

- Initially the complainant should try to resolve the issue directly with the relevant member of staff by discussion if possible.
- Should the complainant feel that the matter has not been satisfactorily resolved then they can speak to the designated members of staff which are detailed in this policy.

### **Responsibility and Authority**

Debut Training Academy has ultimate responsibility for staff, learner and employees and will ensure that the arrangements for overseeing complaints are effective, robust and reviewed on a regular basis. As such two senior members of staff have been designated as Complaints Personnel.

The designated complaints personnel are:

1. Carla Hales  
Director  
01268 560552  
[Carla@debutacademy.com](mailto:Carla@debutacademy.com)
2. Linda Edwards  
Deputy Safeguarding Officer  
01268 560552  
[linda@debutacademy.com](mailto:linda@debutacademy.com)

### **Complaints Form**

If a person has a complaint they wish to raise, they must request a complaints form, which can be obtained from Linda Edwards. On completion, this must be submitted to either designated complaints personnel. This form will ask for the complainant to explain the nature of the complaint they wish to raise, detail the desired outcome they are hoping for and sign it.

The designated member of staff will then become the complaint handler and will complete the any relevant areas of the complaint form. They may request full details in writing any evidence from the complainant which will be attached to the form.

- A full investigation will be carried out and resolution actions will be discussed with the complainant and when agreed, these will be implemented. If an agreement cannot be reached the complaint will be forwarded to Debut's Director, Carla Hales.
- Dependent on the nature of the complaint it may be necessary to design and then implement preventative measures to ensure further complaints of the same nature are not received.
- Once all parties are satisfied and preventative measures (if required) are implemented, the Director will close the complaint.

### **Linked Policies**

Please refer to Debut's linked policies below for additional information regarding Teaching & Learning Standards:

- Academic & Vocational Appeals Policy
- Access to Fair Assessment Policy
- Confidentiality & Disclosure Policy
- Communications Policy
- Code of Conduct – Staff Policy
- Code of Conduct – Learner Policy
- Communications Policy
- Data Protection Policy
- Disciplinary Policy

- Equal Opportunities & Inclusion Policy
- Employer (Work Based) Support & Expectation Policy
- Freedom of Information Policy
- Grading, Academic Standards & Feedback Policy
- Guidance Policy
- Health & Safety Policy
- IAG Policy
- Induction Procedure – Staff Policy
- Induction Procedure – Learner Policy
- Internal Quality Assurance (IQA) Policy
- Learner Safeguarding & Safeguarding Vulnerable Adults Policy
- Learner Charter Policy
- Lone Worker Policy
- Meetings Policy
- Mentoring – Staff Policy
- Mentoring – Learner Policy
- Observation of Teaching, Learning & Assessment Policy
- Off-site Educational Trip & In Workplace Tutoring Policy
- Prevent Policy
- Promoting Fundamental British Values Policy
- Quality Assurance Policy
- Questionnaire & Feedback Policy
- Right to Search Policy
- Review & Appraisal – Staff Policy
- Review & Appraisal – Learner Policy
- Safer Recruitment Policy
- Staff Confidentiality Policy
- Security of Premises Policy
- Teaching & Learning Policy
- Testing & Invigilation Policy
- Termination of Work Policy
- Whistle Blowing Policy

## **Policy Revision**

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