

TBAC

Compliments & Complaints Policy

Last Review Date January 2021
Next Review Date: January 2022

Scope

TBAC welcomes all comments and suggestions about the services it provides and aims to resolve any issues informally in the first instance, and at a local level. Any issues or causes for concern should therefore be reported directly to the relevant person in that area, i.e. Class Tutor/Assessor, DSL or members of the SLT.

If it is not possible to satisfactorily resolve issues at a local level, complainants should follow TBAC's formal procedure outlined within this policy. This stage is intended to ensure that all complaints are handled fairly, consistently, and resolved to the complainant's satisfaction, wherever possible. TBAC has defined a complaint as 'any expression of dissatisfaction that requires a response'. This definition will apply consistently across the organisation and should be adopted when dealing with all customers and stakeholders, i.e. students, parents, general public, external organisations, partners, etc.

In the event that a complainant wishes a matter to be raised on their behalf by a chosen representative, i.e. parent, guardian, friend etc. this will need to be confirmed to TBAC in writing. The complainant should bring their complaint to TBAC's attention normally within 2 weeks of the issue arising, explaining the problem as clearly and as fully as possible and providing detail of what steps have been taken to resolve the complaint informally at a local level. They should allow the company reasonable time to investigate the matter and formulate a response within reasonable timeframes and should recognise that some circumstances may be beyond the company's control.

Complaints concerning assessment and accreditation are dealt with through appeals procedures set up with Awarding/Validating bodies. Complaints from contractors will be dealt with as appropriate under the relevant contract terms.

Who Can Make a Complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the Centre. Any person, including members of the public and external organisations, may make a complaint to TBAC about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

Anonymous Complaints

We will not normally investigate anonymous complaints. However, the Head of Provision, if appropriate, will determine whether the complaint warrants an investigation.

Complaints Received Outside of Term Time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Implementation

TBAC will ensure that:

1. Receipt of formal complaints is acknowledged, outlining what will happen next and the timeframes for this action.
2. Support in preparing a formal complaint in writing can be sought via the relevant member of staff if required, with any complaints being signed personally by the complainant.
3. They aim to respond to the complainant within 10 working days either with a resolution or an update on the stages of the formal investigation with reviewed timeframes.
4. Appropriate action is taken by the relevant person in the organisation, and that they deal with the complaint objectively and sensitively

Communication Flow

1. The Complaints and Compliments Policy and Procedure will be readily available to all stakeholders via TBAC website
2. Complaints and Compliments will be recognised, logged, and acknowledged by the Administration team
3. The Admin manager will assign the complaint to the relevant member of staff to investigate.
4. Senior Managers will be informed of any serious formal complaints via The Admin manager on the day that they are received.
5. The relevant manager overseeing the investigation will formulate a response to the complainant within agreed timeframes and send a copy to Admin in order for this to be saved to the file and logged as resolved.
6. The complainant should write to TBAC following the procedures outlined in this policy if they are dissatisfied with the response.
7. Any member of staff dealing with a complaint should not be subject to any form of verbal or physical violence or aggression from the complainant, with appropriate action being taken against anyone displaying these behaviours

Monitoring of Implementation

All complaints, both informal and formal, will be logged by the Admin team and will be monitored on a weekly basis by the Admin manager, who will ensure that the complainant is kept informed of timeframes for responses should they fall outside of the policy guidance. This could be where further time is required to investigate the complaint and seek a resolution.

The number of formal complaints received by the company will be reviewed annually with a report prepared and presented to both the Senior Management Team and the Admin manager, who will monitor the handling of complaints in accordance with this policy. Within this report, the Admin manager will also report back on any complaints made directly to TBAC Senior Consultants or Directors under stage 2 of the formal complaints procedure.

TBAC's complaints procedure will be reviewed annually, taking into account any feedback received via opinion surveys etc. and in line with the policy and procedures.