**Complaints Policy for Active Lancashire/ Training Centre Business Health Matters**

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**Compliments and Complaints Policy and Procedure- Active Lancashire in General**

**1 Our Aim**

**Active Lancashire** is committed to providing a quality service and working in an open and accountable way that builds trust and respect. we welcome compliments, feedback and suggestions.

One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

We recognise that many concerns will be raised informally, and dealt with quickly.

*We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.*

We aim to ensure that:

* making a compliment or complaint is as easy as possible.
* we deal with it promptly, politely and, when appropriate, confidentially
* we respond in the right way, with an explanation, or an apology where we have got things wrong, or information on any action taken.
* we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures
* resolve informal concerns quickly and keep matters low- key, where possible
* enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

Complaints can be made in the following ways:-

In writing to:-

**Active Lancashire,**

**Farington House,**

**Lancashire Business Park,**

**Centurion Way,**

**Leyland,**

**PR26 6TW**

**email:-** [businesshealthmatters@activelancashire.org.uk](mailto:businesshealthmatters@activelancashire.org.uk)

**Phone:-** **01772 299838**

**2. Definitions**

**Compliment**

A compliment is an expression of satisfaction about the standard of service we provide.

**Complaint**

A complaint is defined as any expression of dissatisfaction, however, it is expressed.

This would include complaints expressed *face to face*, *via a phone call*, *in writing*, *via email* or *any other method*.

All staff should have sufficient knowledge to be able to identify an *“expression of dissatisfaction”* even when the word *“complain”* or *“complaint”* is not used.

**3. Purpose**

We are always glad to hear from people who are satisfied with the services we offer.

All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

**4. Complaints**

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

**5. Responsibilities**

**Active Lancashire**

**Active Lancashire** responsibility will be to: acknowledge the formal complaint in writing; respond within a stated period of time; deal reasonably and sensitively with the complaint; and take action where appropriate.

**Complainant**

A **complainant's** responsibility is to: bring their complaint, in writing, to **Active Lancashire’s** attention *normally within 8 weeks* of the issue arising; raise concerns promptly and directly with a member of staff in **Active Lancashire**; explain the problem as clearly and as fully as possible, including any action taken to date; allow **Active Lancashire** a reasonable time to deal with the matter, and recognise that some circumstances may be beyond **Active Lancashire’s** control.

**6. Confidentiality:**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and **Active Lancashire** maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

**7. Complaints Procedure:**

Written records must be made by **Active Lancashire** at each stage of the procedure.

**Stage 1**

In the first instance, staff member(s) must establish the seriousness of the complaint.

An informal approach is appropriate when it can be achieved. If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

**Stage 2**

If the complaint cannot be resolved informally, the member of the public should be advised that a formal complaint may be made and the following procedure should be explained to them.

It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

1. *A formal complaint can be made either verbally or in writing. If in writing the attached form should be used. If verbally, a statement should be taken* by a member of the Management Team, staff member or a supervisor.
2. In all cases, the complaint must be passed on to *Operations Manager (Health).* In the event of a complaint about the *Operations Manager (Health)* the complaint should be passed to the *Director of Services*, and if the complaint is about the *Director of Operations* this must be passed on to the *Chief Executive.*
3. The *Operations Manager (Health*) or *Director of Operations* depending on the nature of the complaint, must acknowledge the complaint in writing within *one week* of receiving it.
4. One of the above will investigate the complaint. Any conclusions reached should be discussed with the staff member involved and their Line Manager.
5. The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

Stage 3

1. If the complainant is not satisfied with the above decision then, a sub-group of the Trustee Board will be convened.
2. The sub-group will examine the complaint and may wish to carry out further interviews, examine files / notes. *They will respond within four weeks in writing. Their decision will be final.*

**Compliments and Complaints Policy and Procedure- Active Lancashire Training Centre**

**Complaints Procedure for Learners**

The **Active Lancashire Training Centre** **Learner Complaints Procedure** has been written for learners, should they have a complaint about any of the products, services or delivery provided by **Active Lancashire**.

For issues relating to the outcome of assessments of qualifications offered by **Active Lancashire**, please refer to our **Appeals** Procedure.

**Aim**

We aim to resolve complaints relating to a qualification through this procedure. There is a further process should a learner feel that their complaint has not been resolved by this process. This is through escalation of the complaint to the awarding body, **National Council for Further Education (NCFE).**

**Active Lancashire** will ensure this procedure is made accessible to all learners, training centre staff and relevant third parties.

The **Head of the Training Centre** will ensure that this procedure is implemented, published and accessible to all. The **Lead Internal Quality Assurer** is responsible for ensuring this information is fully understood by the learners who attend our training courses/qualifications.

All complaints should be sent to:

**Beth Kay,**

**Head of Training Centre,**

**Active Lancashire,**

**Farington House,**

**Lancashire Business Park,**

**Centurion Way,**

**Leyland,**

**PR26 6TW**

email: [bkay@activelancashire.org.uk](mailto:bkay@activelancashire.org.uk)**.**

**Learner Complaints Procedure Explained**

**Stage One**

## **Learners**

*A complaint can be made to a Learner’s* ***Tutor/Assessor****.*

*The* ***Tutor/Assessor*** *should discuss the complaint with the* ***Learner*** *and try and agree a solution that suits both parties.*

*Learners should allow the* ***Tutor/Assessor*** *sufficient time to investigate should it be required.*

*Learners should make their complaint* ***within 20 Working Days*** *of the qualification end-date.*

*This should be done using an* ***Active Lancashire Training Centre*** *Learner Complaint Form.*

*If the complaint* ***is not*** *related to a course/qualification or programme, then it must be submitted* ***within 30 Days*** *of the incident occurring.*

## **Tutors or Assessors**

***Tutor/Assessor****s should record complaint and discuss with Learners. They should make every attempt to agree a way forward and/or an amicable solution.*

***Tutor/Assessor****s should log any discussions/resolutions/feedback to the* ***Head of the Training Centre.***

***Active Lancashire*** *will acknowledge receipt of the complaint* ***within 10 Working Days****, and respond to the complaint fully, within* ***20 Working Days****.*

**Stage Two**

*If the complaint cannot be resolved during* ***Stage One****, the complaint should be submitted in writing* ***within 20 working days*** *of the course, using the Learner Complaints Form.*

*Any complaints should be submitted to Active Lancashire, addressed to the* ***Head of Training Centre*** *using the contact details noted above.*

*The* ***Head of Training Centre*** *will write to Learners to confirm receipt of the complaint* ***within 10 Working Days*** *and outline the course of action to be taken.*

*The* ***Head of Training Centre*** *will carry out an investigation, and will write will write to Learners* ***within 20 working days*** *with their findings and a decision as to whether the complaint was justified.*

**Stage Three**

***Learners that*** *have followed* ***Stage One*** *and/or* ***Stage Two*** *of the complaints procedure and are still dissatisfied with the outcome, can take their complaint to the awarding organisation* ***within 20 working days*** *of Active Lancashire’s Decision.*

If the complaint is not resolved, please send your complaint to:

**NCFE (National Council for Further Education),**

**Q6 Quorum Park,**

**Benton Lane,**

**Newcastle-upon- Tyne,**

**NE12 8BT.**

[NCFE Complaints Procedure Link to Website](https://ncfe.org.uk/media/2743/complaints-leaflet-june-2020.pdf)

This procedure will be reviewed annually.

|  |  |
| --- | --- |
| September 2021 | Beth Kay |
| August 2022 | Beth Kay |

**Training Centre Learner Complaint Form – Stage 1**

|  |  |
| --- | --- |
| Learner’s Name: |  |
| Course Number: |  |
| Name of the Tutor: |  |

Nature of the Complaint:

|  |  |  |  |
| --- | --- | --- | --- |
| Details of Discussion and Agreed Outcome: | | | |
|  | | | |
| Learner’s Signature: |  | Date: |  |
| Tutor Signature: |  | Date: |  |

**Training Centre Learner Complaint Form – Stage 2**

|  |  |
| --- | --- |
| Learner’s Name: |  |
| Course Number: |  |
| Name of the Tutor: |  |

Reason for Escalation of Complaint to Stage 2

|  |  |  |  |
| --- | --- | --- | --- |
| Details of Discussion with Head of Centre and Outcome Agreed:  *(To be Completed Once Complaint Investigated by Head of Centre)* | | | |
|  | | | |
| Learner’s Signature: |  | Date: |  |
| Head of Centre signature: |  | Date: |  |