

E.Quality Training Limited aims to provide an excellent service to all of the young people, families and community members it serves. On occasion E.Quality Training may be subject to complaints from external bodies or internally, if this happens complaints will be:

- Taken seriously
- Treated sensitively
- Investigated thoroughly
- Kept confidential
- Investigated independently where appropriate
- Handled through associated procedures where appropriate e.g. Child Protection Policy, Disciplinary and other associated Human Resource Policy

Every child, parent/carer will be made aware of the complaints policy and procedure on admission to E.Quality Training. If a young person, member of the public or other stakeholder makes a complaint against E.Quality Training or a member of staff at E.Quality Training the following procedure will be followed:

Stage 1 – Informal

In the first instance, the first person to receive the complaint will ask the person making the complaint to outline the details and will aim to resolve the matter informally. The staff member will aim to resolve the matter within five working days. A record of the complaint and outcome will be made. This will be held confidentially in the complaints file.

If the complainant is not satisfied with the informal approach E.Quality Training will make provision for the complaint to be made in writing. The complaint will then be considered at Stage 2 and be dealt with by the Director, or in his/her absence, a member of the senior management team.

Stage 2 – Formal

The Director or a member of the senior management team will consider the written complaint and seek to resolve the matter within five working days. A record of the complaint and outcome will be made. This will be held confidentially in the complaints file.

If the complainant is not satisfied with the response the complaint will then be considered at Stage 3.

Stage 3 – Formal Panel Hearing

At this stage E.Quality Training will make provision for a hearing before a panel of at least 3 people who have not been directly involved in the matters detailed in the complaint. The Director will appoint a panel who have the independence and skill to investigate and develop recommendations to resolve the complaint. The Director will ensure that at least one person on the panel is independent of the management and running of the provision. The panel hearing will be scheduled within five working days of an unsatisfactory outcome at stage two, formal complaint.

All persons required to attend the panel will be notified within two working days of the panel. Parents/carers will be invited to attend and be accompanied to a panel hearing.

Once the panel has met they will present their findings and recommendations, and ensure that the complaint, proprietries, Director and where relevant, the person complained about are informed of any findings and recommendations. This information will be provided in written format and be handed to the relevant parties or provided by electronic mail.

Record keeping

Written records of all complaints, their outcomes and at what stage they were resolved will be recorded and remain on file. These will be securely stored and remain confidential.

The complaints record will be made available to inspectors conducting inspection under section 162A of the Education Act 2002, or to the Secretary of State, should they ask for access to such records. Copies will also be made available to the Registration Authority on request.

This policy should be read in conjunction with the following policies:

- Safeguarding Policy
- Equality and Diversity Policy
- Assessment Policy
- Whistle blowing Policy