

Complaints Policy

2019/2020

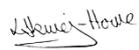
COMPLAINTS POLICY ISSUES AND UPDATES

The following policy has been approved by the Senior Management Team and the Executive Team.

The policy will be reviewed on an annual basis unless circumstances arise requiring the policy to be reviewed earlier.

Approved by Executive Team: August 2019

Board signatory:

A handwritten signature in black ink that reads "Hilary House". The signature is written in a cursive style with a horizontal line underneath the name.

Planned review: August 2020

1. Policy Overview

- 1.1 The majority of issues raised by parents/carers, members from the community, employers or students, are concerns rather than complaints. Crea8ing Careers are committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the Crea8ing Careers formal complaints procedure. For Crea8ing Careers to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

Crea8ing Careers aim to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by Crea8ing Careers.

All complaints that are upheld will have the policy revised where necessary based on the complaints review recommendations. Any outcomes which require Crea8ing Careers to review additional policies and/or procedures will be completed swiftly with notification to all staff/volunteers.

2. Process

- 2.1 The following details outline the stages that can be used to resolve complaints.

The Crea8ing Careers Complaints Policy has five main stages:

- Stage 1 - A concern is raised informally with a staff/volunteers member.
- Stage 2 - Formal complaint is heard by the Programme Lead.
- Stage 3 - Formal complaint is passed to the Leadership Team who will seek advice from Management Committee before either responding or recruiting an external to carry out an investigation
- Stage 4 - Complaint is heard by a member of the Management Committee
- Stage 5 - Complaint is heard by a Director of Crea8ing Careers

This is the policy and procedure for complaints.

- 2.2 Stage 1 - Raising a concern:

Concerns can be raised with Crea8ing Careers at any time and will often generate an immediate response, usually by telephone or email, which will resolve the concern. Crea8ing Careers request that parents/carers make their first contact with a member of staff/volunteers or the Programme Lead. If the complaint is in relation to the Programme Lead, we request that the wider Leadership Team is contacted.

On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call the Programme Lead within 10 working days. Crea8ing Careers will then look at your complaint at the next stage.

Any staff/volunteers member that takes responsibility for dealing with a concern will ensure the Programme Lead is aware, even if resolution is achieved.

Throughout the process outlined below, the complaint and resulting actions will be monitored by Lynnette Akwei- Howe.

2.3 Stage 2 - Complaint heard by the Leadership Team:

The member of staff/volunteers receiving and logging the complaint will report it to the Leadership Team to follow up or the Leadership Team will investigate if the parent/carer has contacted them directly. If the complainant is not satisfied, they can be advised to write a formal complaint, addressed to the Management Committee at Crea8ing Careers address.

The complaint will be logged, including the date it was received. Crea8ing Careers will normally acknowledge receipt of the complaint within 2 working days of receiving it. In many cases this response will also report on the action that Crea8ing Careers have taken to resolve the issue.

Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 working days. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at stage 2 please write to or call Crea8ing Careers within 10 working days of getting our response. You will need to tell Crea8ing Careers why you are still not satisfied and what you would like Crea8ing Careers to do.

2.4 Stage 3 - Formal complaint is passed to the Management Committee who will carry out an investigation or respond.

If the matter has not been resolved at Stage 2, the complaint will be passed on to the Management Committee by the Programme Lead at your request. The Management Committee will then complete a full, unbiased investigation. Following the investigation, the Management Committee will normally give a written response within 10 working days via Crea8ing Careers Leadership Team. If you are dissatisfied with the result at stage 3, you should let Crea8ing Careers know within 10 working days of getting the response.

2.5 Stage 4 - Complaint heard by a Director of Crea8ing Careers

If the matter has still not been resolved at Stage 3, then you should write to or request the complaint is passed to the Crea8ing Careers Directors giving details of the complaint. The Directors will go over all evidence and investigation outcomes before providing a response and/or additional actions carried out to resolve the complaint. The further investigation will normally take place within 7 working days of the receipt of the written request for Stage 4 investigation. Any letter addressed to the Directors should be addressed to: Crea8ing Careers 4 Brandon Street, Birkenhead, CH41 5HN.

2.6 Stage 5 - Complaint heard by Independent Oversight Committee

If the matter has still not been resolved at Stage 4, then you should write to or request the complaint is passed to the Crea8ing Careers Independent Oversight Committee giving details of why you are not happy with previous outcomes. The Director will convene a complaints panel hearing with at least 1 Director and an external if it cannot be resolved by the Director alone. The hearing will normally take place within 10 working days of the receipt of the written request for Stage 5 investigation.

The aim of the appeal panel hearing is to impartially resolve the complaint and to achieve reconciliation between Crea8ing Careers and the complainant. All parties will be notified of the panel's decision in writing within 3 working days after the date of the panel hearing. The letter will also contain what you need to do if you wish to take the matter further.

2.7 Panel Hearings:

Where it has been necessary to convene a panel hearing for a complaint, a person independent of the management and running of the Crea8ing Careers organisation will be appointed to the panel (usually drawn from the relevant referring agency of the complainant) to act as an independent advisor and mediator if required. The other members of the panel will be appointed by the Directors and consist of at least 1 member from the Crea8ing Careers Governing Board of Directors who have not been directly involved in the matters detailed in the complaint.

The panel hearing allows for parents/carers to be in attendance (if they wish) and to be accompanied by another person for supportive purposes only.

2.8 Findings & Recommendations:

The panel hearings are intended to make findings and recommendations that will be sent using electronic mail or given to the complainant in the form of a letter and where relevant, to the person(s) complained about.

2.9 Written Records:

A written record will be kept of all complaints made at all stages of the complaints process (from the preliminary stage to panel hearing). Records and the complaints log will indicate whether complaints have been resolved at the preliminary stages or whether they proceeded to a panel hearing.

All correspondence, statements and records relating to individual complaints will be kept confidentially secured on the Crea8ing Careers premises available for inspection by the proprietor and the Programme Lead or a body conducting an inspection (referring agencies, Local Authority) and governmental bodies (Secretary of State) who require access to them. Additional copies will be held electronically to ensure evidence is available at all times.

N.B. In cases where the matter concerns the conduct of the Programme Lead, the Programme Lead will be informed of the complaint. The Management Committee will arrange for the matter to be investigated.

In cases where the matter concerns the conduct of a member of the Crea8ing Careers Management Committee, the member will be informed of the complaint by the Directors.

And in the case of a complaint against a Director, they will be informed by other senior Directors not related to the complaint.