

<b>Complaints procedure</b>	
Procedure No:	045
Management Area:	Management
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Issue Date:	August 2013
Review Date:	September 2017
Next Review Date:	August 2018
Approved by Board: (this version)	November 2017

<b>LSDN MISSION STATEMENT</b>	
<p>LSDN’s mission is to enhance the life chances, economic independence and social mobility opportunities of its service users by helping individuals to develop vocational, academic and life skills using a supportive and individualistic approach so service users can realise their fullest potential at home, in the workplace and in the community. LSDN works in partnership with its clients and local community to bring about the best possible results for each individual and their families.</p>	
<b>Purpose</b>	This document sets out the policy and procedure for LSDN’s Complaints Procedure
<b>Scope</b>	Applies to all staff, students, contractors and partners of LSDN
<b>Management Responsibility</b>	Chief Executive, Director
<b>Introduction</b>	London Skills & Development Network (LSDN) is a not-for-profit Social Enterprise in the field of education and training services. As well as managing and delivering a range of education and training programmes, LSDN also offers a range of consultancy and capacity building support services to the education and training sector. LSDN is graded ' <b>GOOD</b> ' by OFSTED.

<b>Description</b>	<p>LSDN is committed to delivering a high quality of educational provision for learners, high quality of services to its clients and a supportive environment for its staff and contractors. It undertakes to take such representation seriously.</p> <p>LSDN aims to handle complaints in a way which is sympathetic, fair, and efficient, which encourages informal conciliation, facilitates early resolution, maintains individual privacy and confidentiality, and permits useful feedback. The purpose of our complaints procedure is to resolve problems quickly and informally where possible.</p> <p>There are three stages to the LSDN procedure:</p> <ul style="list-style-type: none"><li>• Discussion and Advice</li><li>• Informal Process</li><li>• Formal Process</li></ul> <p>Our objective is to resolve complaints during the first two stages.</p> <p>A complaint will normally be about a problem encountered in connection with LSDN 's staff, learning or contract management activities. It will not necessarily be <i>against</i> anybody, whether a person or an institution, although some complaints may be against individuals or institutions.</p> <p>This procedure applies to both members of the public and staff, partners or contractors of LSDN.</p> <p><b><u>LSDN complaints procedure</u></b></p> <p>Every effort will be made to ensure that the complainant and any person complained against are treated with fairness and dignity.</p>
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The complainant should not suffer retaliation for making a complaint in good faith and if they believe that they have suffered a reprisal, they should raise the matter. If a complaint which is not upheld and is found to have been made maliciously, the complainant may be subject to appropriate disciplinary procedure.

The complainant may withdraw a complaint or stop the process at any time.

Confidential information will not be communicated without the consent of the complainant, unless there are exceptional circumstances (e.g. a criminal offence which requires reporting to an external agency).

All complainants are entitled to a representative of their choosing.

All complaints will be dealt with promptly to ensure that delay does not hinder fair resolution. Minor complaints will normally be resolved at an early stage.

A formal complaint can only be brought by an individual (e.g. a learner, parent or employee) or a staff member who is directly affected by an issue.

If a complaint is upheld there should be a satisfactory remedy or outcome, which may include one or more of the following actions or outcome/s:

- a full explanation
- an apology
- the matter put right if possible;
- if appropriate, some kind of financial recompense
- if appropriate, disciplinary action may be taken

Written records will be kept of complaints in accordance with the data protection act.

### **Advice and discussion**

In the first instance, the complainant should seek advice and guidance about the problem. To do this the complainant can approach a member of the LSDN management team. Staff members can approach their Line Manager or an HR representative.

The complainant will receive advice as to an appropriate course of action, a possible solution to the issue and whether or not the issue constitutes the basis for a formal complaint.

### **Informal Process**

Should the complainant wish to further pursue and make a complaint this must be made in writing within three months of the 'event' or 'issue' arising.

The complaint should be submitted to the LSDN management team. Where the complaint is in relation to the LSDN management team, the complaint can be submitted to the LSDN HR representative if preferred.

An informal meeting will be called involving all relevant parties, and including a member of the LSDN management team. The complainant may be accompanied by a representative of their choosing. If possible a solution will be agreed and implemented directly.

### **Formal Process**

Where a resolution is not found, and all informal routes to resolution are exhausted the complainant may raise the matter formally.

	<p>The complaint must be made formally using the LSDN Complaints Form.</p> <p>All details and dates must be accurate and must indicate a problem with the discharge of duty by LSDN.</p> <p>An LSDN panel will review the complaint and hear the representations about the complaint in person by the complainant. The complainant may be accompanied by an adult of their choosing.</p> <p>The panel will issue a report with findings about the complaint, and will make recommendations as to remedies, if any, to be adopted, or other action recommended to be taken. Alternatively, the panel may reject the complaint.</p> <p><b>All complaints will be acknowledged within five working days of them being made and dealt with within three months of them being lodged.</b></p>
<b>Complaints Form</b>	See Appendix 1 (attached)
<b>Links to other policies</b>	Bullying and Harassment, Equal Opportunities, Safeguarding, Prevent, Disciplinary, Health & Safety, Professional Conduct and Behaviour policies.
<b>Policy Monitoring and review arrangements</b>	Quarterly monitoring – Board and SMT Annual –full review and update

Appendix 1 – Formal Complaint form