

Craftworks College

The Stables, Culnell's Farm, School Lane, Iwade, Kent, ME9 8QJ

Phone: 01795 844849

Email: collegeoffice@Craftworks College.co.uk

Website: www.Craftworks College.co.uk/craftworks

Social Media

Facebook: Craftworks College

Instagram & Twitter: @Craftworks College



Complaints Policy

1. Introduction

- If Someone Is Unhappy With The Service That They Have Received By Any Party Within *Craftworks College*, A Complaint May Be Made. Complaints May Be Directed At A Person, A Location, A Service Or Something Else. *Craftworks College* Should Remember That Everybody Has The Right To Make A Complaint And *Craftworks College* Should Look At This As An Opportunity To Listen, Learn And Improve Its Service. No Complaint Should Be Dismissed As Irrelevant And All Complaints Should Follow The *Craftworks College* Procedure Written Out Below. However, A Failure By *Craftworks College* To Follow The Procedure Does Not, In Itself, Make *Craftworks College* Liable In Any Way.

1.2 Principles Of Fairness

- When Applying The Procedure, *Craftworks College* Will Always Follow These Principles Of Fairness:
- The Policy Applies To All, Irrespective Of The Nature Of Their Involvement (Employee, Volunteer, Client Etc).
- To Be Non-Discriminatory.
- All Matters To Be Dealt With Speedily.
- Where Possible, Allow For Information To Be Kept Confidential.
- For Complaints Against Individuals/Organisations, All Parties To Be Informed Of The Complaints Against Them.
- Where Relevant, Tell Employees What Disciplinary Action Might Be Taken.
- Give Individual/Organisation Involved An Opportunity To Have Their Say Before Decisions Are Made.
- Ensure That Any Individual/Organisation That Is Complained Against Is Given An Explanation For Any Sanction And Allow Individuals/Organisation To Appeal Against A Decision.

2 Policy Procedure

2.1 Step One: Resolve Issues Informally

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Before Making A Complaint About An Individual/Organisation Within *Craftworks College*, The Complainant Should, Where Possible, Be Encouraged To Discuss The Problem With The Individual/Organisation Lead Concerned In An Attempt To Reconcile The Issue. An Informal Approach May Be Particularly Helpful Where Complaints Can Be Resolved Quickly And Confidentially.

2.2 Step Two: A Formal Discussion

Where Step One Cannot Resolve A Complaint, *Craftworks College* Can Set Up A Discussion Between The Parties Involved In The Complaint. *Craftworks College* Will Hold This Discussion In Private And An Impartial Representative Will 'chair' The Discussion. This Will Be A Two-Way Conversation, Aimed At Discussing Possible Shortcomings In Conduct Or Performance And Encouraging Improvement. All Parties, Including The Chair, May Bring An Advocate To Witness The Meeting. Criticism Will Be Constructive And The Aim Is To Resolve The Complaint.

In Order To Begin Step Two, The Complainant Should Speak With, Or Write To, The Relevant Project Lead. If This Is Not Possible, The Complainant Should Contact Another Project Lead Or Site Manager From Within *Craftworks College*.

2.3 Step Three: A *Craftworks College* Tribunal

Step One And Step Two Cannot Resolve A Complaint, *Craftworks College* Will Arrange For An Impartial Mediator. A Panel From Either Within *Craftworks College* Or Independent From A Partner Organisation Will Listen To The All Parties Involved In The Complaint And Make A Decision To Resolve The Complaint. The Impartial Mediator's Decision Will Be Final.

In Order To Begin Step Three, The Complainant Should Speak With, Or Write To The Relevant Project Lead. If This Is Not Possible, The Complainant Should Contact Another Project Lead Or Site Manager From Within *Craftworks College*.

Signed _____ Name _____

Role _____ Date _____

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