

# Complaints Policy

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# 1 Document Control

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### Distribution

Name	Position
Arran Bayle	Director

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### Approval Sign-off

Name	Position	Date	Signature
Arran Bayle	Director		

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## 3. Introduction

### 3.1 General

Fledge Tuition is committed to openness and accountability. In line with this commitment we expect anyone with serious concerns about any aspect of our work to come forward and voice those concerns with the knowledge that, if made in good faith, their action will be viewed positively.

### 3.2 Objective

The objectives of Fledge Tuition complaints policy and procedures are to:

- Ensure everyone knows how to make a complaint and how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Provide individuals with a fair and effective way to complain about our service
- Ensure that complaints are monitored to improve our services

### 3.3 Fledge Commitment

Fledge Tuition will ensure:

- Listen carefully to complaints and treat complaints as confidential, where possible
- Record, store and manage all complaints accurately and in accordance with the Data protection Act
- Investigate the complaint fully, objectively and within the stated time frame
- Notify the complainant of the results of the investigation and any right of appeal
- Inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence

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## 4 Definition of a complaint

A complaint is any expression of dissatisfaction by an individual whether justified or not.

An individual may make a complaint if they feel Fledge Tuition has:

- Failed to provide a service or an acceptable standard of service or made a mistake in the way the service was provided
- Failed to act in a proper way (inline with our Code of Conduct)
- Provided an unfair service

Where a child's safeguarding concern is observed please refer to our Child Protection and Safeguarding policy

Where a concern or complaint may arise between Fledge staff, tutors or volunteers and each other or the organisation please refer to our Whistleblowing policy

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## 5 Complaints Procedure

Fledge Tuition aims to settle the majority of complaints quickly and satisfactorily by the member of staff tasked with responsibility. The complaint may be resolved quickly by way of an apology or by an acceptable explanation to the individual.

There are three stages to the complaint's procedure:

- Stage One – the complaint
- Stage Two – investigation
- Stage Three – appeal

### 5.1 Stage One - Complaint

- The complaint must be written and submitted via email to [complaints@fledgetuition.com](mailto:complaints@fledgetuition.com).
- The complaint should include the complainants name, the nature and date of the complaint and how they want to see it resolved.
- On receipt, each complaint will be allocated a reference number and logged on the complaints register. Complainants must receive an acknowledgement within 3 working days of receipt.

### 5.2 Stage Two - Investigation

- All complaints at this stage should be dealt with by a staff member. If they need to call the complainant, they will do so within seven working days of receiving the written complaint.
- Complaints will be fully investigated, and a written response provided to the complainant within fourteen working days by the investigator.
- The complainant will receive written confirmation of the outcome of any investigation and any recommendations/remedies made, such as reviewing of policies, staff development and training or appropriate improvement to our services.
- Where the complaint is upheld an apology should be offered and a refund for relevant charges may be made.
- Occasionally investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent after fourteen working days and a final date given for a conclusion to be reached.
- If an individual remains dissatisfied with the outcome from Stage Two they can appeal within fourteen working days of the date of the outcome and progress to Stage Three.
- The complaints register will be updated, and any pending complaints flagged so they are followed up

### 5.3 Stage Three - Appeal

- If the complaint cannot be resolved to the complainants satisfaction at stage two, or if the staff member feels that the complaint is of a very serious nature, or concerns a service leader then it will be referred to a Co-Founder.
  - If the complaint is about a specific Co-Founder then the matter will be discussed with the remaining Co-Founder.
  - The Co-Founder(s) will acknowledge receipt within three working days, they will review the Stage Two investigation and recommend one of the following actions within ten working days (from the date the complainant stated they wanted to take the complaint to stage 3):
    - Uphold the action taken at Stage Two
    - Make changes to the Stage Two recommendation/actions
  - The complainant should be informed in writing of the outcome of stage three, the decision reached about this complaint will then be final but other options available to the complainant (as listed below) should be detailed in the letter.
  - If after Fledge Tuition has been through the three stages and the complainant is still not satisfied with the result, they should be advised that there is no further right of appeal with Fledge Tuition but they could approach any of the following agencies for advice:
    - A solicitor
    - Citizens Advice Bureau. [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).
    - Advisory, Conciliation and Arbitration Service (ACAS). [www.acas.org.uk](http://www.acas.org.uk).
  - This should be done within one month of receiving the outcome from the appeal
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## 6 Anonymous complaints

Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation

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## 7 Monitoring complaints

Complaints are an important tool which, alongside client surveys and tutor reviews will allow us to learn about the services we provide. They provide a useful source of information about how individuals see our services and how we are serving them. To ensure we can learn from complaints the following data will be collected and stored inline with our Data Protection Policy:

- Name
- Name of person dealing with the complaint
- Date of complaint and response
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint Lessons learnt