Issue Date: March 2019

Review Cycle (Years): 3

Next Review Date: March 2028

Person Responsible: Centre Manager

COMPLAINTS POLICY AND PROCEDURES

1. INTRODUCTION

CMBD is committed to listening and responding to the views of all those using the facilities and services of CMBD as a key element of its quality review and improvement processes. CMBD aims to respond to all complaints and suggestions efficiently, effectively and fairly. We recognise that our response to complaints and suggestions plays a vital role in our drive to promote equality and diversity, eliminate discrimination and safeguard our customers from abuse and harassment.

2. PURPOSE AND SCOPE

2.1 The purpose of the Complaints Policy is to:

- Provide a clear framework through which complaints are fully considered and responded to in a timely, equitable, consistent and professional manner.
- Ensure that information received, and actions taken enable continuous improvement.

2.2 The Policy applies to all staff, learners and employers.

3. POLICY STATEMENT/PRINCIPLES / DETAIL

3.1 Objectives

- To investigate and respond to all complaints in a fair and timely fashion.
- To use feedback and outcomes from complaints to facilitate improvements.

3.2 Responsibilities

- All staff have a responsibility when faced with a complaint to deal with it sympathetically, helpfully and constructively.
- All staff have a responsibility to try to resolve informal complaints prior to invoking the Complaints Procedure.

- The Directors of CMBD have overall responsibility for the implementation, monitoring, evaluation and review of the policy and procedures.

The Directors of CMBD are responsible for:

- Informing the complainant that their complaint has been received and will be investigated.
- Appointing an investigator to ensure a complaint is investigated fairly and impartially.
- Seeking a satisfactory resolution for the complainant, where the complaint can be substantiated.
- Informing the complainant of the outcome of the investigation by letter.
- Maintaining records and information associated with feedback, monitoring feedback and the outcomes.
- Ensure that data is recorded of the number of complaints made.

The Directors of CMBD or designated associate will hear appeals.

3.3 Implementation and communication

The policy and procedures will be implemented through:

- Meetings and briefings, which will inform staff of their responsibilities in accordance with the policy and procedures.

Communication of the policy:

- The policy and procedures are communicated to all staff through staff induction, staff intranet, email, training, refresher training and briefings.

4. MONITORING AND EVALUATION

- The nature of the complaint, the age, gender, ethnicity and disability status of the complainant, along with course and level of study, in the case of students, will be held on a central data base for monitoring and review purposes.
- Complaints will be reviewed annually and monitored, and any generic issues of concern will be actioned appropriately.
- The policy and procedures, will be assessed to ensure there is not negative impact on any particular groups of people.
- The policy will be reviewed annually, or as a result of external governmental policy changes

APPENDIX 1

COMPLAINTS PROCEDURES

1. Introduction

This document describes the procedures for making/receiving a complaint. A summary of the Complaints Procedure is also included on the 'Have your Say' form.

2. Making a Complaint

A complaint is defined as 'an expression of dissatisfaction by one or more Individuals about a CMBD's action or lack of action, or about the standard of service provided by or on behalf of the Company.'

The Complaints Procedure can be used by anyone and covers complaints about services we provide, and the treatment received whilst undertaking training with CMBD.

A complainant may be a trainee, prospective trainee, employer, or any other interested party that indicates dissatisfaction with the current level of service.

If a learner has a complaint it will initially be raised with the tutor. A member of staff/manager must take every opportunity to resolve the complaint informally. Staff dealing with informal complaints should keep records of conversation and actions. These will be requested should a complaint escalate to a formal stage.

If an informal resolution is not possible you can email your complaint to brent@cmbd.org or a hard written/typed copy handed in to the office. Complaints must include as much detail as possible, but most importantly, the complainant's full name and contact details.

If the complaint is communicated by telephone or email, the member of staff can record the details on behalf of the complainant and send it to CMBD Management.

Recording, gathering, analysing and reporting feedback

3.1 Recording

Accurate and comprehensive records of any unsolicited feedback received through complaints should be kept by those receiving the feedback.

Unresolved complaints' records will be kept securely for 6 years for reference should further issues arise.

3.2 Gathering and analysing feedback

CMBD will collate data and information received.

Disaggregated reports (by relevant area) will be provided, on request to CMBD.

3.3 Malicious, abusive or persistent complaints

All complainants should be aware that staff have the right to work in a pleasant and safe environment and any violent or abusive behaviour towards staff will not be tolerated.

A complainant, who continues to contact CMBD with unreasonable demands following a complaint investigation, may be considered an unreasonable or persistent complainant. Unreasonable demands can include seeking excessive amounts of information, excessive email or telephone contact, demanding an unrealistic nature or scale of service, or seeking to prolong contact with CMBD by continually raising new issues throughout an investigation.

If it is agreed that a complainant is unreasonable, the most appropriate action will be taken, informing the complainant that CMBD has responded in full to their concerns and has nothing further to add, so will not enter into any further discussion. Complainants who have displayed unreasonable behaviour in the past have the right to make new complaints in the future.

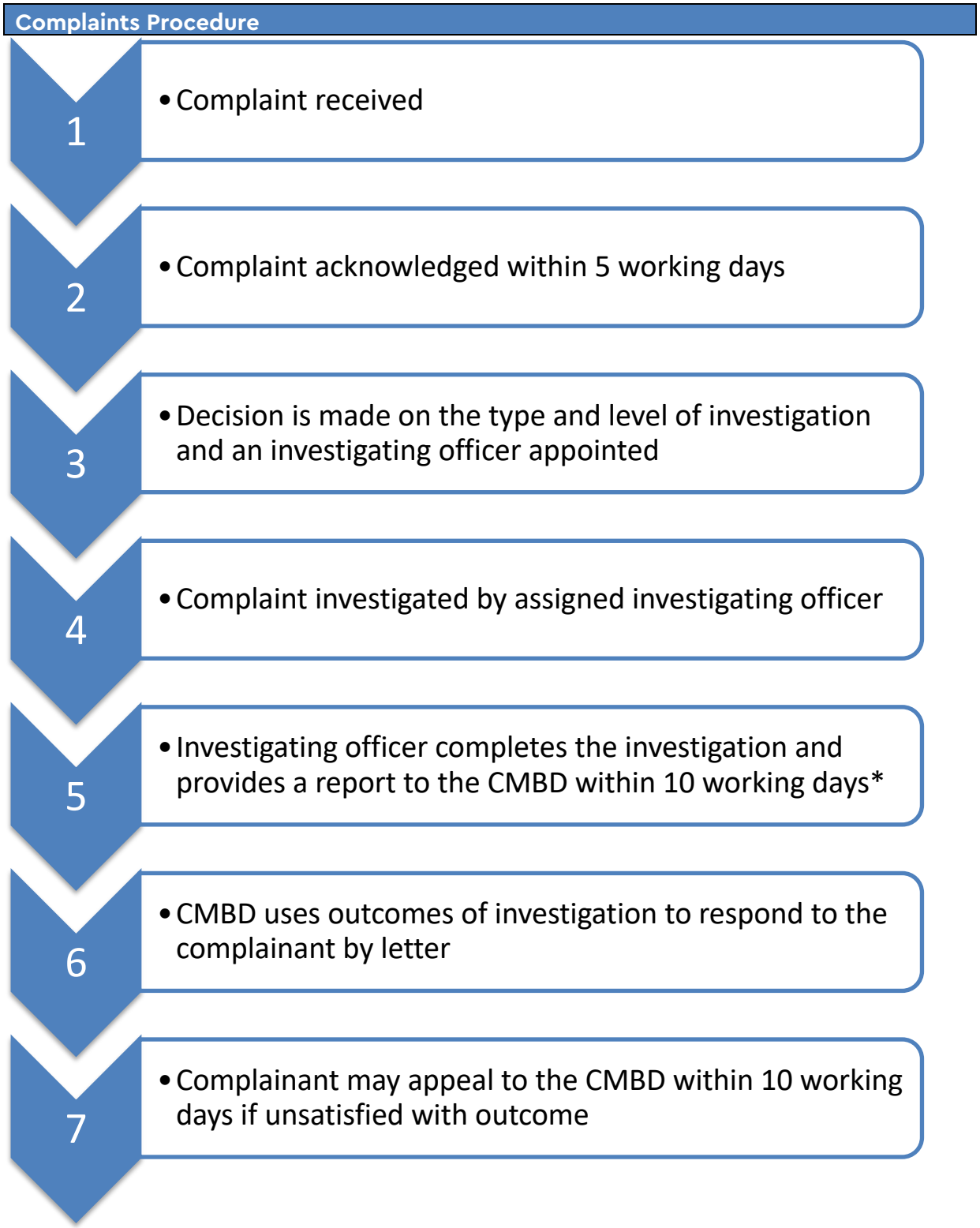
4. Appeals

If the complaint is not resolved to the complainant's satisfaction, then the complainant has the right of appeal. Appeals will be heard by the Managing Director of CMBD. The findings will be reported within 10 working days. CMBD will respond to the complainant and conclude the complaint.

5. Unsatisfactory Outcome

If complainants do not agree with the Appeal verdict from the internal complaints procedure and the complaint refers to services received relating to the programme of study and the qualification then they should contact the Awarding Organisation, contact details can be provided by CMBD.

FLOWCHART 1



*Where complaints involve external agencies or lengthy investigation, this may take up to 30 working days. If this is the case, we will update the complainant every 10 working days.