

Complaints Policy

Introduction

This policy sets out the different stages of the complaints process, required timescales and who should be involved in handling the complaint.

The purpose of the policy is to clarify how the public can make a complaint or appeal and define the standards they can expect. The policy seeks to create a positive approach to complaints where they are valued as a means of continuously reviewing and improving the services we offer.

1. What is a complaint?

Any expression of dissatisfaction about a service that requires a response

2. How can complaints be made?

- In person
- Via our website
- By letter
- By email
- By telephone

3. Complaints Process

All complaints are dealt with equality, integrity and in a supportive and accessible process. Individuals are encouraged to access advocate and partner services to support the process if appropriate.

Stage 1 – Discuss complaint with Area Leader to explore an immediate resolution

Stage 2 – Area Leader to review complaint with Principal or if not appropriate complainant can discuss the matter directly with the principal who can put in place any appropriate actions.

Stage 3 – Directors to lead on complaints process. Will bring in suitable partner to arbitrate the process (e.g. CVS, CYC) to ensure independent and objective actions / responses.

All complaints are evaluated and reviewed and fed back into the planning and quality improvement process.

3. Timescales

Stage	Timescale	Response agreed by
Stage 1	10 working days	Area Leader
Stage 2	20 working days	Principal
Stage 3	20 working days	Director

4. Customer Rights

Our customers have the right:

- To be treated with courtesy and respect at all times
- To have a friend or other representative help them with their complaint (a letter of authority may be required)
- To confidentiality (if an investigation cannot proceed without the complainant being identified, the complainant will be given the option whether or not to continue)
- To be kept informed of the progress of their complaints
- To receive an apology if a complaint is upheld
- To be informed of any changes to Blueberry Academy policy or procedures arising from a complaint