

Rochdale Training Association Ltd

Complaints Policy and Procedure

Author	External Consultant	
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Is this Policy included in the Staff Handbook?		No

Complaints Policy and Procedure

Our aim:

Rochdale Training is committed to providing a quality service for all and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers, learners and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Preamble

Definition: Rochdale Training defines a complaint as 'any expression of dissatisfaction (with Rochdale Training, with a member of staff, or with a Rochdale Training Trustee) that relates to Rochdale Training and that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Rochdale Training's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to the attention of Rochdale Training's Chief Executive Officer at Fishwick Street, Rochdale, OL16 5NA - email: jnagy@rochdaletraining.co.uk normally within 8 weeks of the issue arising.
- raise concerns promptly and directly with a member of staff in Rochdale Training
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Rochdale Training a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond Rochdale Training's control.

Responsibility for Action: All Staff, and Trustees of Rochdale Training.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Rochdale Training maintain confidentiality. However, the circumstances giving rise to the complaint may be such that maintaining confidentiality may not be possible (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Formal Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you or their manager so that he or she has a chance to put things right. If your complaint concerns a Trustee of Rochdale Training rather than a member of Rochdale Training's staff, you should write formally to the individual concerned. In your letter you should set out the details of your complaint, the consequences for you, and the remedy you seek.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days.

If you are unsure which member of Rochdale Training staff to write to, your complaint should be sent to:

Chief Executive Officer
Rochdale Training Association
Fishwick Street
Rochdale
OL16 5NA
Email: jnagy@rochdaletraining.co.uk
Tel: 01706 631417

Stage 2

If you are not satisfied with the initial response to the complaint, then you can write to Rochdale Training's Chief Executive and ask for your complaint and the response to be reviewed. You can expect the Chief Executive to acknowledge your request within 4 working days of receipt and a response within 15 working days.

Rochdale Training's aim is to resolve all matters as quickly as possible. However, inevitably, some issues will be more complex and, therefore, may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply from Rochdale Training's Chief Executive, then you can write to the Chairman of the Board of Trustees, stating why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from Rochdale Training's Chief Executive.

The Chair of the Board of Trustees will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint and when you can expect to hear the outcome of the investigation.

Note: If your original complaint was against the Chairman of the Board of Trustees, then the final stage will be handled by another member of the Board.