



**Learning Partnership West CIC
External Complaints and Appeals Procedure
Version 3 – January 2018**

Definitions

“LPW” shall mean Learning Partnership West CIC.

1. Purpose

To detail LPW processes for resolving complaints. LPW uses complaints to inform and enhance its practices and procedures. The purpose of this procedure is to describe the steps and action that will be taken on receiving a complaint or feedback which identifies unsatisfactory service or performance.

2. Scope

The complaints procedure is designed to deal with, but is not limited to:

Complaints raised by service users, learners, parents, guardians, partner organisations or the general public in relation to LPW activities, staff or any service provided by the company.

Complaints relating to sexual, racial, disability or any other form of discrimination.

The complaints procedure does not cover the following:

- Staff members who have a grievance against an individual or the Company.
- Vexatious or frivolous complaints; in these circumstances the complainant would be advised of the reason for the decision.

3. Process

Stage 1: The informal approach

Complaints of a minor nature should be raised immediately with an Executive Director (Director of CYP Support or Headteacher of the School). If the Director considers that the complaint can be resolved immediately, it should be referred to a Manager to take all necessary further action. In all cases brief details are to be recorded and retained on file in the format shown at Annex A. This form must be copied to the Company Secretary who will maintain a register of Complaints.

Stage 2: The formal approach

A complaint will be regarded as formal if it is of a serious nature, or cannot be satisfactorily resolved on an informal basis by the LPW department against whom it is directed.

Formal complaints should be directed in the first instance to the Chief Executive Officer of LPW. The CEO will report formal complaints to the Senior Non-Executive Director.

Complainants should provide current contact information together with all supporting information regarding the complaint e.g. relevant documentation, dates, locations and witnesses if appropriate. Complainants should also detail any previous attempts to resolve the problem and what action they would like taken in order to resolve the complaint.



The Chief Executive Officer will acknowledge the complaint in writing within 5 working days.

The Chief Executive Officer will assign the complaint to an appropriate Director or manager who will then communicate directly with the complainant.

The person assigned to the complaint will fully investigate and provide a written response within 10 working days.

In some more complex cases, it may not be possible to resolve your complaint within 10 working days, if this is the case the complainant will be advised of the circumstances and kept informed of progress.

Once the investigation is complete, the complainant will be informed in writing of the outcome of the investigation and what, if any, action is being taken within the bounds of confidentiality.

4. Appeals

If you are not satisfied with the outcome of the complaint, you can appeal against the decision. To do this, you must write to the Chief Executive Officer within 10 working days of the date of the complaint response letter:

c/o CEO
LPW House
Princess Street
Bristol
BS3 4AG

The appeal should outline:

- a) The grounds for appeal; this should not re-iterate the original complaint but state the reasons why the suggested resolution is not satisfactory.
- b) Any aspect of the response or action taken that is considered inadequate.
- c) The response or action that would be considered appropriate by the complainant.

The Chief Executive Officer will review the case and respond within 20 working days of receiving the appeal letter.

Depending on the nature and grounds of appeal the Chief Executive Officer will:

- a) Conduct further investigations and/or consult with the management team in order to respond to specific issues raised, and make a final decision with regard to the complaint.
- b) If appropriate, refer the complaint to an Appeal Panel within 5 working days of the conclusion of any further investigation. The Panel will consist of three LPW managers not previously involved in the complaint and will meet within 10 working days of referral. The Panel will provide a written response to the complainant within 5 working days of the meeting.

You will be provided with a 'Completion of procedures' letter detailing the final outcome of your Appeal. Appeals are final and no further correspondence with regard to the substance of the complaint will be entered into.



Record of Complaints

This Record is to be completed by the appropriate manager and sent to the appropriate Executive Director, the CEO and the Company Secretary.

Date, time and place of complaint:	
Method of complaint:	
Person to whom complaint made or identifying the complaint:	
Name and address of complainant:	
Brief details of complaint: (Attach copies of any supporting documentation)	



Details of action taken:

Actioned by:
Name:
Signature:
Date.....

Comments of Executive Director:

I am satisfied that this complaint has been dealt with in accordance with the Company's Complaints Procedure.

Signature:.....
Date: