

Humber Learning Consortium

Complaints & Compliments Policy



This document sets out how HLC views complaints and compliments as an integral part of continuous improvement. It sets out the procedure for making a complaint about services, including how to raise a complaint, response timeframes and who has responsibility for dealing with complaints. It also sets out how customers and stakeholders may pass on compliments to HLC about members of staff and / or services received.

**Prepared by
Humber Learning Consortium**

(This document is designed to be printed double sided)

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1. POLICY STATEMENT

Humber Learning Consortium (HLC) is committed to the provision of quality services in accordance with the needs and expectations of the community and its stakeholders.

HLC recognises the value of stakeholder opinion and its contribution to the continuous improvement processes of policy formulation and service delivery.

A stakeholder may be a member of staff within the organisation, a customer, delivery partner, supplier, or a member of the community

2. OBJECTIVES

HLC aims to:

- Provide stakeholders with the best possible service.
- resolve complaints within the specified time scale
- Provide stakeholders with an effective and efficient means of resolving dissatisfaction with the services provided by the Consortium.
- Provide a clear procedure for dealing with complaints.
- Communicate effectively with a complainant throughout the complaints procedure.
- Review complaints procedures with a view to ascertaining ways to improve our services to meet the needs of the stakeholders.
- Provide a way of rectifying injustice whenever possible.
- Provide a way of monitoring information on complaints and ways of reviewing the service.

3. DEFINING THE COMPLAINT

A complaint is simply defined as follows: “An expression of dissatisfaction with a HLC service, which requires a response.”

4. SCOPE OF THE COMPLAINTS PROCEDURE

The complaints procedures will be available to all HLC stakeholders or anyone acting on their behalf. HLC aims to establish an effective complaints procedure which:

- Will be easily accessible and advertised widely
- Will be easy to understand and use
- Will operate promptly within a specific timetable established to deal with complaints
- Ensure that the complainant is kept informed at all times about what is happening to his/her complaint
- Will be fair, with a full and unbiased enquiry

- Will be confidential, in order to ensure fairness to complainants and staff
- Will produce information which will help managers to learn how to improve the service
- Will ensure that it is possible to take relevant steps to eradicate shortcomings in the service

5. HOW TO MAKE A COMPLAINT

- Stakeholders / individuals may submit a complaint in person to one of HLC's staff members, by phone, in writing, or via any of HLC's Board members.

6. RESPONDING TO COMPLAINTS

HLC has a specific procedure to deal with complaints and as part of that procedure it is noted that the Consortium will:

- Acknowledge the receipt of complaints within 10 working days
- Respond in full within 21 working days
- Where it will not be possible to respond in full within this period, the complainant should be informed of the time scale in which they will receive a full response.

7. SATISFYING A COMPLAINANT

- If it is not possible to resolve a complaint at the point of contact the matter will be referred directly to the attention of the Chief Executive Officer of HLC order that she may review the situation.
- If a complainant continues to be dissatisfied with the response, the complaint will be considered by the Chair of the Trustee Board, once again within a period of 21 days.

8. TRAINING

All Managers in each area of work will deal with complaints in their departments.

Where complaints cannot be resolved immediately, they will receive additional guidance and training as necessary in order to enable them to operate the system effectively.

All members of HLC staff will be made aware of the complaints procedure, including guidance notes which they should follow in respect of dealing with complaints.

HLC will provide information to stakeholders of the complaints procedure, outlining how they can make a complaint.

- The Quality Director will monitor and review the complaints register on a regular basis. The results of these reviews will be available to both customers and relevant bodies on request
- In addition, having dealt with a complaint, the Quality Director will be responsible for asking the complainant for their opinion on the way in which the complaint was dealt with
- The Chief Executive Officer and Senior Management Team will be responsible for reviewing and amending the procedure as necessary
- The Trustee Board will receive any reports in respect of complaints.

9. COMPLIMENTS AND COMMENTS PROCEDURE

Naturally we also like to hear from our stakeholders when things have gone well, or when they have received particularly good service from our staff. Indeed, we welcome any comments you have to make regarding our services.

The Quality Director will bring this to the staff member's attention on your behalf.

The compliment will also be highlighted at staff team meetings and filed in the HLC's compliments file. Anonymised comments may also be used in the evaluation of our projects.