

Sutton & District Training Limited

COMPLAINTS POLICY

Sutton and District Training is dedicated to all its learners, apprentices, staff and stakeholders in providing a quality service which is built on trust and respect amongst each other. We are open to suggestions and listen to the views of all who work with us. The purpose of this policy is to ensure that complaints are dealt with in an appropriate way. This policy allows all stakeholders, learners and apprentices to log an informal or formal complaint.

A complaint is voicing a dissatisfaction regarding SDT as an organisation.

Most concerns will be raised informally and are dealt with quickly.

Making a complaint

◆ **Stage 1**

Most complaints can be resolved at an early stage by talking informally with one or more of the following:

- Your Tutor
- The Apprenticeship Manager
- The Study Programme Manager
- Or, as a parent, visitor, employer by asking to talk to an appropriate member of staff

Your concerns will be noted and taken seriously and we will discuss the issue and hope to assist in resolving your concerns. No formal record will be kept at this stage. We hope to resolve your complaint within 10 days giving an explanation or an apology stating where our processes/professionalism have failed and the action which has been taken.

If you still feel the matter hasn't been resolved you then need to proceed to Stage 2 Formal Complaint.

◆ **Formal Complaint (Stage 2)**

You should ask for and complete Part A of a Record Of Complaint Form (ROCF) and send it to the Director of the Centre, (contact details Lawn View, Grove Park, Carshalton High Street, Surrey SM5 3BB). If the complaint relates to that Director, you should instead send the ROCF to another Centre Director, of which there are a total of 3 at time of publication.

You may ask someone else to help you complete the ROCF if you wish.

You will need to provide the following information:-

- Details of the complaint
- An explanation of the steps you have already taken to resolve the complaint informally and why the responses you have received are not considered satisfactory
- Where applicable, the form of resolution redress sought

It is important that you keep a copy of any documentation you may submit for your own records.

You should expect an acknowledgement of your complaint within 5 days and a full written response within 20 working days. If this is not possible you will be informed in writing of the progress being made towards your complaint.

Your complaint will be investigated by the Centre Director concerned. If your complaint is considered justified, you will be informed of the means to resolve or redress the complaint. If the complaint is not upheld, then you can expect to be given an explanation.

◆ **Formal Complaint (Stage 3)**

If the problem has not been resolved to your satisfaction, you can request a review of the unsatisfactory decision by completing Part C of the ROCF. You should expect an acknowledgement of your request for review within 5 days and a full written response within 20 days. If this is not possible, you will be informed in writing of the progress being made. If the complaint is not upheld, then you can expect to be given an explanation.

If you are still not satisfied with the decision taken in respect of your complaint after the requested review, you may raise your concerns with the ESFA at complaints.esfa@education.gov.

◆ **Guidance**

It is in everyone's interest that Complaints are resolved quickly, fairly and simply. It is hoped that the majority of complaints can be settled amicably at Stage 1 and that complaints will only exceptionally reach the First/Second Stage.

We treat all complaints seriously as long as they are made according to our procedure and are not abusive or offensive.