Complaints Procedure

Related Policies and Procedures

Related Policies and Procedures
- Assessment Policy
- Malpractice and Maladministration Policy
- Fair Assessment Decisions Appeals Policy

At ADR Conflict Resolution Specialists we are committed to providing a quality service for staff and learners; 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 endeavour to do this is by responding positively to complaints, and by putting mistakes right.

We aim to ensure that:

- Making a complaint is as easy as possible.
- We treat every complaint seriously regardless of how it is received and understand that it calls for an immediate response.
- We deal with it honestly, promptly, politely and, when appropriate, confidentially.
- We with a full explanation and information on any action taken.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

Definition

ADR Conflict Resolution Specialists defines a complaint as "any expression of dissatisfaction which is not immediately resolved and that requires a response". Listed below are some examples of the type of issues for which you should commence using our complaints procedure (this is not an exhaustive list):

- Our standard of service (e.g. standard of facilities, availability of resources, expected course content etc.).
- Our actions (e.g. unreasonable expectations, unfair/inconsistent decisions).
- The behaviour of a member of staff.
- The way you have been treated (e.g. incidents of bullying, harassment or unfair treatment).
- Allegations of fraud or financial irregularity. Any issues to do with payment and/or fees.

Informal Complaints/Grievances

Purpose: To resolve informal concerns directly and quickly. It is anticipated that the many complaints will be resolved in this manner. Our aims are to:

- Keep matters low-key
- Enable mediation between the complainant and the individual to whom the complaint has been referred
- To resolve issues satisfactorily at the earliest possible opportunity.

An informal approach is appropriate when it can be achieved. This can be initiated by approaching the person responsible (i.e. tutor/head of course). However, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Formal Complaints

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.

A complainant's responsibility is to bring their complaint in writing to ADR Conflict Resolution Specialists's attention. If sent as an email on info@adrconflictresolutionspecialists.org.uk, it should be titled as complaint and set out details of the complaint in full.

- Explain any action taken to date
- Allow ADR Conflict Resolution Specialists a reasonable time to deal with the matter
- Recognise that some circumstances may be beyond the immediate control of ADR Conflict Resolution Specialists

ADR Conflict Resolution Specialists will:

- Acknowledge the formal complaint in writing
- Respond within a stated period of time
- Deal reasonably and sensitively with the complaint
- Take action where appropriate

Responsibility for Action: All staff and stakeholders of ADR Conflict Resolution Specialists

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

Monitoring and Reporting: Managers at ADR Conflict Resolution Specialists will receive annually a report of complaints made and their resolution.

Formal Process

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to course tutor. In your email/letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 5 working days of receipt. You should get a response and an explanation within 14 working days.

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Stage 2

If you are not satisfied with the initial response to the complaint, then you can write to course tutor again c.c. Head of Course and ask for your complaint and the response to be reviewed. You can expect acknowledgement of your request within 5 working days of receipt and a response within 14 workings days.

ADR Conflict Resolution Specialists'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, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply from staff member recipient of original compliant then you have the option of writing to Head of Course or Member of Senior Management Team. You must do this within 10 days of receiving the written response.

Head of Course or Member of Senior Management Team will respond normally within 14 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 Head of Course or Member of Senior Management Team, then the final stage will be handled by a different member of Management Team or Director.

Accessibility

If you have a disability which makes it difficult for you to submit a written complaint, please contact ADR Conflict Resolution Specialists so that alternatives can be discussed.