



Complaints Policy

Created: November 2018

Reviewed: June 2021

Review Date: June 2022

Scope

This policy provides a definition and examples of Complaints which may occur for Inspiring Leaders as a centre/provider, learners, staff and external organisations. We recognise that we may receive complaints from any member of the public in relation to our services. The process for making a complaint is described for all parties.

Definition

We aim to give everyone an excellent experience when dealing with Inspiring Leaders, so we welcome your comments, suggestions and feedback about the service you have experienced when contacting us or when using any of our products or services.

Many matters can be resolved informally so do contact the Inspiring Leaders Team on 0115 989 1913 or email info@inspiringleaderstoday.com as we may be able to iron out the problem straight away. If you do feel the problem needs to be presented in a more formal format, please follow the process below.

A complaint is an expression of dissatisfaction from you about our provision, procedures, products, services, staffing or the complaints-handling process itself where it is clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

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 by giving you an explanation or an apology where we have got things wrong, and letting you know what action we have taken to resolve the situation or to put measures in place to try to avoid a repeat of the situation in the future
- we learn from complaints and feedback and we use them to improve our service.

It is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:

- lack of response to queries
- non-compliance with stated Inspiring Leaders process e.g. not adhering to published timescales or processes
- timeliness of feedback on assessments
- quality of service
- access to resources / support

Process, Investigation and Outcome

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

The Flying High Trust and Inspiring Leaders' 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.

We will acknowledge your complaint within 2 working days and let you know who will be dealing with it. We will appoint an appropriate person to investigate the matter on your behalf. We aim to resolve complaints within 10 working days but if it is going to take longer than that we will keep you fully informed.

Once we have completed our investigation, we will explain the findings and outcomes and the reasons behind these outcomes. We will identify what went wrong and why (where applicable), apologise when it is appropriate and take action to remedy the situation as soon as possible.

The three stages to our complaints process are:

Stage one

If you have a complaint in relation to Inspiring Leaders please raise your concern by emailing info@inspiringleaderstoday.com, explaining the problem as clearly and fully as possible, including any action taken so far. You can also contact the team directly on 0115 989 1913.

Stage two

If you are not satisfied with the response you receive to your complaint, you can take the matter further by contacting the Director of Programmes, Graeme Robins, by emailing grobins@flyinghightrust.co.uk setting out why you are dissatisfied with the outcome of the initial investigation.

The Director of Programmes will undertake a full review of the original complaint, the evidence collected by the person who investigated the matter on your behalf and their initial response. Consultation with all parties will take place to provide you with Inspiring Leaders' response and any further actions that may need to be taken.

Final stage

If you are still not satisfied with the response you receive from the Director of Programmes you can take the matter further by writing to the Board of Trustees, Inspiring Leaders, as appropriate), c/o Cotgrave Candleby Lane School, Candleby Lane, Cotgrave, Nottingham, NG12 3JG. The Board of Trustees will undertake a full review of the original complaint, the evidence collected at stage one and two and will consult with all parties and provide you with a response and any further actions that may need to be taken.

Where the complaint involves a regulated qualification:

In the first instance you must try and resolve your complaint through Inspiring Leaders' Complaints Policy. If after exhausting this policy you still feel the problem needs to be escalated then please raise your concern with the relevant awarding organisation through their complaints procedures.

If there is an allegation of malpractice or maladministration please refer to the Malpractice & Maladministration Policy.

Confidentiality

Except in exceptional circumstances, we will try to ensure that your complaint remains confidential, but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations we will discuss this with you prior to disclosure.

Further Information

Ofqual

If your complaint relates to a qualification regulated by Ofqual you may complain directly to Ofqual if you have exhausted the complaints procedure of both Inspiring Leaders' and the relevant awarding organisation. Please refer to the following link which will explain how you can do this <http://ofqual.gov.uk/complaints-and-appeals/>