



Academy Complaints, Compliments and Comments Policy

1. Policy intent

Childbase Partnership Academy is committed to providing excellence in all aspects of our learning provision and services. However, it is recognised that sometimes things can go wrong. The views of our learners, employers, and other stakeholders, whether positive or constructive, are an important part of learning, adapting, and improving in order to provide a better service.

The Childbase Partnership Academy Complaints, Comments and Compliments policy is not designed to apportion blame but ensures that we are able to continuously improve our services, levels of customer service and satisfaction. Childbase Partnership Academy ensures that there are sufficient platforms to facilitate complaints and that the process is easy to follow, fair and sensitive to both members of the Childbase Partnership Academy team and the complainant.

All formal complaints will be centrally evaluated to inform continuous improvement of Childbase Partnership Academy's undertakings.

2. Scope of policy

This policy applies to complaints, comments and compliments arising from any activities and services undertaken by Childbase Partnership Academy. This policy cannot be viewed in isolation and must be read in conjunction with the following documents and policies:

- Childbase Partnership Academy Initial Assessment and Recognition of Prior Learning policies
- Childbase Partnership Equal Opportunities policy
- Childbase Partnership Academy Careers Education, Information, Advice and Guidance policy
- Childbase Partnership Academy Learning Support policy
- Childbase Partnership Academy Observation of Teaching, Learning and Assessment policy
- Childbase Partnership Safeguarding policy

3. Impact on the learner

The implementation of this policy will ensure that all learners are able to raise concerns related to their learning programmes in a safe, supportive, and fair environment.

4. Definitions

A complaint is defined as a statement that something is perceived as unsatisfactory or unacceptable. A complaint may be informal or formal and may vary in nature and severity.

Complaints may be about:

- A failure to provide a service or an inadequate quality or standard of service
- A request for a service or for information which has not been actioned or answered
- Policies and procedures not being available or followed correctly
- Incorrect information being provided
- The quality and availability of facilities and learning resources
- Accessibility of buildings or services
- Childbase Partnership Academy Team member or learner conduct

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- Treatment by, or attitude of, a member of the Childbase Partnership Academy team or a learner

A complaint is not:

- A routine first time request for a service
- A request for information or an explanation of a policy or practice
- A disagreement with an assessment decision
- A claim for compensation from the provider
- Issues that are in court or have already been heard by a court or tribunal
- A request for information under the Data Protection and / or Freedom of Information Acts
- A grievance

5. Anonymous complaints

All feedback is valued, and all complaints will be investigated and actioned as appropriate, including those made anonymously, when possible, based on the information provided. Where insufficient information is provided such complaints will be recorded but marked as no further action to be taken.

6. Vexatious complaints

A complaint may be considered to be vexatious if it is deemed to have been made with the sole purpose of causing inconvenience, harassment, or expense to the organisation. A vexatious complaint is an unjustified, inappropriate, or improper use of formal procedure. For example, a vexatious complaint may be:

- Where there is evidence which indicates that the complainant has a personal grudge and correspondence is targeted towards a particular member of the Childbase Partnership Academy team.
- Where a complainant is unreasonably persistent in attempting to reopen an issue which has already concluded.
- Where a complainant is using abusive or aggressive language which is beyond the level of criticism that could be reasonably expected.

If we believe we have received a vexatious complaint, we reserve the right to review this independently and outside the normal Complaints procedure.

7. Complaints Procedure

Complaints are not defined by the process through which they are reported but by the severity of their nature. Complaints can be made verbally in person, by phone, writing by email or letter or through our website.

Stage One – Informal Complaints:

Every effort is made to resolve a complaint as quickly and easily as possible. Depending on the severity of the complaint, it may be possible to address the matter informally through discussion



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with a member of the Childbase Partnership Academy Team. Any member of the Childbase Partnership Academy Team will be happy to discuss a concern and will take action accordingly. Anyone making a complaint should be made to feel comfortable in doing so, without fear that it may have an adverse impact on their learning or relationship with Childbase Partnership Academy. Whilst learners are encouraged to discuss any informal complaints with their Training Assessor, should any learner feel unable to do so they will be supported to speak to an appropriate manager. Stage One complaints not requiring investigation will be addressed within 15 working days from receipt.

Stage Two – Formal Complaints:

If it is felt that a complaint has not been addressed fully at stage one, or if the nature of the complaint is sufficiently serious it may be more appropriate to make a formal complaint in writing, support in doing so will be provided on request. A complaint which may be classified as requiring formal investigation could include, but not be limited to:

- An allegation of corruption against a member of the Childbase Partnership Academy team
- An allegation of fraud or other illegal activity
- A claim of dereliction of duty
- A potentially significant risk to the Childbase Partnership Academy's operations
- A claim of personal injury
- A claim of discrimination in relation to the protected characteristics as set out in the Equality Act (2010)
- A serious failure in service delivery such as major delays or repeated failures
- Significant and ongoing press interest

If a complaint is related to an allegation of significant harm or abuse, or where there is a suspicion that someone may be at risk of significant harm, an immediate referral must be made to the Designated Safeguarding Lead. If someone is believed to be in immediate danger of harm, contact the police immediately by calling 999. Upon receiving a complaint at this stage, the nature of the complaint and the complainant's anticipated outcome will be recorded in writing and the Childbase Partnership Head of Academy will investigate.

Investigation of the complaint will commence within one working day of receipt and the complaint will be acknowledged, in writing, within five working days. Details of the complaint will be recorded on the Childbase Partnership Academy Complaints log and investigations will be undertaken as appropriate.

Stage Three:

The complaint will be investigated, and contact will be made with all relevant parties to gather information and supporting evidence.

Stage Four:

Within fifteen working days from the investigation commencement or conclusion, the complainant will receive written notification of the outcome of the complaint or details of any ongoing investigations as appropriate.



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Stage Five:

If it has been necessary for the investigation period to be extended beyond fifteen working days, the complainant will receive written notification of the outcome within 6 weeks from the investigation conclusion. This outcome will be the final decision unless the complainant chooses to appeal.

In order to learn from all complaints, even if it is something that can be addressed informally, the Childbase Partnership Academy team member to whom the complaint was reported will complete the Childbase Partnership Academy Complaints log to record the nature of the matter and how it has been resolved and document lessons learned. This will be submitted for central evaluation to determine whether changes need to be made to prevent re-occurrence. For analytical and evaluation purposes all formal complaints will be recorded and categorised.

Nature of complaint:

- Childbase Partnership Academy Team member Conduct
- Business Development
- Certificates
- Communication
- Equality of Opportunity
- Examinations
- Financial / Funding
- Health and Safety
- Registration Process
- Safeguarding
- Support
- Teaching and Learning
- Other

Source of complaint:

- Employer
- Key stakeholder
- Learner
- Parent / carer

8. Appeals

If the complainant is unsatisfied with the outcome of their complaint, they have the right to appeal. An appeal may be made on the grounds of the resulting decision or the improper application of process. In the first instance, an appeal should be made, in writing, to the Childbase Partnership Head of Apprenticeships Academy. If the Childbase Partnership Head of Apprenticeships Academy is implicated in the complaint, the appeal should be made, in writing, to the Quality and Training Director. If the complainant is unhappy with the appeal outcome, in the first instance they must contact the Quality and Training Director to clarify the rationale behind the decision. If the response remains unsatisfactory, the complainant can contact the relevant external agency below:
Complaints Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT



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9. Registering compliments and comments

Where learners and all other partners wish to register a compliment or comment, rather than make a complaint, they can do so either by email, through our website or writing to Kingston House Northampton Road, Newport Pagnell MK16 8NJ.

Any comments or compliments received verbally will be logged, together with those received by letter.

Compliments:

It is important that our learners and partners are happy with the service we provide and that we can learn from the things that go well. Any compliments you may wish to make about what we do or the members of the team who do it will be passed on to those concerned, or you may just wish to compliment Childbase Partnership Academy on a job well done.

Comments:

We welcome constructive comments and suggestions about what we do. Your ideas will be listened to and given careful consideration. A comment could relate to how any part of our service can improve.

10. Responsibilities

Head of Apprenticeships Academy and Apprenticeship Manager

- Ensuring the Childbase Partnership Academy is fully compliant with legal requirements
- Ensuring effective implementation of this policy
- Ensuring this policy is reviewed on a regular basis
- Ensuring this policy is fully supported by their team
- Ensuring that all employees are aware of this policy and receive adequate training to ensure its implementation
- Ensuring resources are available to ensure the full implementation of this policy

Childbase Partnership Academy team

- Ensuring this policy is fully implemented
- Ensuring that appropriate CPD is identified and undertaken

Document Control

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