

## Compliments, Complaints and Feedback Policy

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<b>1.0</b>	<b>7/10/2016</b>	<b>New policy</b>
<b>1.1</b>	<b>22/03/2017</b>	<b>Added line to section 5.1</b>

Printed documents are **UNCONTROLLED** all updated will be published on the BLT shared Drive; for the latest versions of all Policies please refer to N:BLT/Staffing and Policies or Selima.

Please help the Trust to protect the environment and only print this document if essential.

**Compliments, Complaints and Feedback Policy**

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## **1. Policy Statement**

- 1.1 This Policy applies to all employees, workers, contractors, temporary, agency and volunteers, students and people on authorised work experience ("**Staff**") of Buckinghamshire Learning Trust ("**The Trust or BLT**") who are involved in the development, review and issue of Document Controlled Policies, irrespective of age, disability, race, colour, nationality, ethnic origin, religion or belief, gender, sexual orientation, or marital status, domestic circumstances, social and employment status, HIV status, gender reassignment, political affiliation or trade union membership. It replaces all previous policies on complaints, compliments and feedback and is subject to revision from time to time without notice.
- 1.2 Employees are expected to keep themselves apprised of this Policy from time to time.
- 1.3 This Policy relates to all compliments, complaints and feedback about BLT services.
- 1.4 This policy does not extend to complaints in relation to employment; the correct policy is the Grievance Policy available on the BLT shared drive.

## **2. Definition of compliments, complaints and feedback**

- 2.1 A compliment is positive feedback received from a service user about BLT. This type of information is very important for service development and should be captured wherever possible.
- 2.2 Complaints are provided by service users when there is a level of dissatisfaction with the service received. This may involve single or multiple staff members and span a number of departments. There are specific instructions for dealing with complaints detailed below.
- 2.3 Feedback is a very useful way of assessing the perception and impression of a service, capturing this information is useful for service managers to develop and improve their service.

## **3. Aims of the Policy**

- 3.1 The purpose of this Policy is to:
  - Encourage informal resolution of issues wherever possible;
  - Make the process easily accessible and publicised;
  - Simple to use and understandable;
  - Be impartial and objective with levels of escalation details;
  - Timescales are clear;
  - Ensure we respect confidentiality where possible, some information sharing may be necessary;
  - Provide a framework for capturing all compliments, complaints and feedback in a formal way;



- Clarify the formal process to follow which outlines what BLT service users can expect when making a complaint; and
- Ensure consistency when dealing with compliments, complaints or feedback.

#### **4. Complaints contact information**

Telephone: 01296 383342  
Website: [www.learningtrust.net](http://www.learningtrust.net)  
Email: [feedback@learningtrust.net](mailto:feedback@learningtrust.net)  
Letter: Kelly Mance  
Feedback and Complaints  
Buckinghamshire Learning Trust  
King George V House  
King George V Road  
Amersham  
Buckinghamshire  
HP6 5AW

#### **5. Complaints process**

A complaint can be made informally or formally.

An informal complaint can be raised verbally with the appropriate service manager to be addressed.

If the complaint is not resolved satisfactorily the service user can raise it formally, they can do this verbally but making it very clear it is a formal complaint or they can submit a written complaint. If a member of staff receives a formal verbal complaint they should complete the form in Appendix 1 and return it to Kelly Mance, Head of Human Resources for recording and processing.

##### **5.1 Formal complaints procedure**

###### **Stage 1 – Service Manager Action**

The complaint will be centrally recorded by Kelly Mance, Head of Human Resources and acknowledged. The complaint will then be forwarded to the service manager for investigation and response. The service manager must respond to the complainant within 28 days, copying Kelly Mance into the communication for centrally recording. Unless an extension is required, in which case the complainant will be informed of the new timescales.

###### **Stage 2 – Head of Service Action**

Stage 2 is enacted if the complainant is unsatisfied with the response from stage 1. To escalate a complaint, the service user should be asked to write to Kelly Mance explaining the reason for escalation and provide the appropriate details via the contact information above. Kelly Mance will escalate the issue to the Head of Service and assist in the investigation and response as required and ensure a response to the complainant within

28 days unless an extension is required, in which case the complainant will be informed of the new timescales.

### Stage 3 – Executive Team Action

The third and final stage of the complaints process is escalation of the issue to an Executive Team member for consideration. The complainant should be advised to write to Kelly Mance clearly stating that they wish to progress their complaint to stage 3 with reasons. Kelly Mance will escalate to the appropriate Executive Team member and assign another Senior Manager to assist in the investigation and solution. Kelly Mance will co-ordinate the process and ensure a response is issued within 28 days unless an extension is required, in which case the complainant will be informed of the new timescales.

Should the service user continue to be unhappy with the response to their complaint they can raise it to the Local Government Ombudsman, details below.

The ombudsman will independently review the complaint; the service is free of charge and completely objective. The ombudsman will not normally investigate any complaint until the BLT process has been fully exhausted.

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)  
Telephone: 0300 061 0614  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Where your complaint is related to the contract with Buckinghamshire County Council, we will also inform them of the issue.

## **6. Monitoring and Review**

6.1 This policy will be reviewed annually to monitor the effectiveness, review the implementation of this Policy, regularly considering its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible.

## **7. Associated Policies, Procedures and Guidance**

7.1 There are no specific other Policies that support this Policy, but other Policies can be referenced to support the development of clear and concise Policies.

Kelly Mance  
Head of Human Resources  
22<sup>nd</sup> March 2017



## Appendix 1 Feedback/ Complaints form

This form can be completed by any employee taking the details of a complaint.

<b>Service User Details</b>				
Mr	Miss	Mrs	Ms	Other
First Name				
Surname				
Address				
Email address				
Contact number				

Feedback/Complaint details:

*Please add full details, names, dates/time etc. to aid a successful investigation.*

Solution:

*Is there a desired outcome? If so please detail it here.*

Your name and the date the information was received.

Name:	Date:
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Please now email this to [feedback@learningtrust.net](mailto:feedback@learningtrust.net)