

Kip McGrath Chelmsford North

Complaints Policy and Procedures

Our commitment

Kip McGrath Chelmsford North is committed to providing a quality service for all its customers; we always endeavour to work in an open and accountable way that builds mutual trust and respect. We are also determined to take every opportunity to improve our service to customers. One of the ways we can do this is by carefully listening and responding appropriately to reasonable complaints, then correct our mistakes and avoid repeating them in the future.

Our aim is to: -

- ensure the process of raising a complaint is straightforward;
- treat a complaint as a clear expression of dissatisfaction with our service and which calls for an immediate response;
- deal with the complaint promptly, politely and when appropriate, in strict confidence;
- give an explanation and an apology when we have got things wrong;
- learn from complaints and use them to improve our service;
- review annually our complaints policy and procedures with the purpose of improving our service to customers.

Informal complaints process

We recognise that some concerns will be raised informally. When informal complaints occur, we aim to: -

- quickly resolve the issue;
- keep matters discreet;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

Formal complaints process

An informal approach is preferred when it can be achieved. However, if concerns cannot be satisfactorily resolved, then the formal complaints procedure should be followed. The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and, wherever possible, to the complainant's satisfaction.

In response to a formal complaint, Kip McGrath Chelmsford North will: -

- acknowledge the formal complaint in writing and within 7 working days;
- respond within a stated period, usually within 14 working days;
- deal reasonably and sensitively with the complaint;
- take further action when appropriate.

The complainant should: -

- write a complaint using the form below and bring it to the attention of Tim Horton, the Centre Director, within 4 weeks of the issue arising;
- explain the problem as clearly and fully as possible, including any action taken to date;
- allow Kip McGrath Chelmsford North a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond the control of Kip McGrath Chelmsford North.

Every effort should be made to ensure that both the complainant and Kip McGrath Chelmsford North maintain confidentiality.

Formal Complaints Form

Complainant's Details

Name.....

Address.....

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Telephone.....

Email address.....

Student's details

Name.....

Address (if different from above).....

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Summary of complaint

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Details of complaint

Date of incident..... Time..... Place.....

Staff involved.....

