

# ‘Compliments and Complaints Policy and Procedure’

October 2020

## Version Control

<b>Date:</b>	<b>Page:</b>	<b>Details of Change:</b>	<b>Responsible Person:</b>	<b>Ratified by:</b>	<b>Date of next Review:</b>
26/01/2016		Reformat	Sharon Jones	Already ratified, no changes	May 2018
02/01/2019		Review	Nikki Forsyth	Already ratified, no changes	January 2020
03/03/2020		Review	Nikki Forsyth	Update to CEO	March 2021
02/10/2020	3	As advised by OFSTED	Nikki Forsyth		October 2021

## Lifeworks Policies Referenced

<b>Policy Referenced:</b>

## Contents

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### **Policy Statement**

Lifeworks College believes that if a student or their family wishes to make a complaint, register a concern or compliment the service we offer they should find it easy to do so. This policy will be made available in writing to all interested parties and on the college website. At Lifeworks College we look upon complaints as an opportunity to learn, adapt, improve and provide better services. We share compliments with all the staff involved and use them to identify good practice.

This policy is intended to ensure that complaints are dealt with properly and taken seriously whilst compliments are shared appropriately.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of Lifeworks Disciplinary policy.

Lifeworks College believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, dissatisfaction and possible litigation. Lifeworks College supports the concept that most complaints, if dealt with early, openly and honestly can be sorted out between the complainant and Lifeworks College.

### **Aim**

The aim of Lifeworks College is to ensure that its complaints procedure is properly and effectively implemented, and that students feel confident that their complaints and worries are listened to and acted upon promptly and fairly.



**lifeworks**

Learning disability champions

## **Purpose**

Lifeworks College wants to ensure that:

- Students, parents/carers, users and their representatives are aware of how to complain, and that the College provides easy to use opportunities for them to register their complaints
- Students, parents/carers and their representatives are aware of whom to contact to pass on compliments
- A named person will be responsible for the administration of the procedure
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both students and staff.

## **Compliments**

Any positive feedback regarding the work of staff at Lifeworks College can be forwarded to:

Nikki Forsyth  
Teacher in Charge  
Lifeworks College  
Lescaze  
Shinners Bridge  
Dartington  
TQ9 6JD  
[nikkiforsyth@lifeworks-uk.org](mailto:nikkiforsyth@lifeworks-uk.org)

## **Complaints**

### **1<sup>st</sup> STAGE - Informal**

Contact the Teacher in Charge either in person, by telephone or in writing. (To help ensure a thorough investigation provide as much information as you can about the problem). It is important that the staff have the opportunity to resolve the problem before you refer the matter. This matter will be attended to within 14 days and a response made.

If your complaint is against the Teacher in Charge contact should be made with the Chief Executive Officer of Lifeworks (details below).

Details of the complaint will be recorded in the complaints file. In the case of written complaints an acknowledgement of the complaint should be received within 5 days.

Brian Harty  
Chief Executive Officer  
The Lifeworks Centre  
Blacklers, Park Road  
Dartington Hall Estates  
Dartington  
TQ9 6EQ  
[brianharty@lifeworks-uk.org](mailto:brianharty@lifeworks-uk.org)

## **2<sup>nd</sup> STAGE - Formal**

Where the complainant is not satisfied with the response to the complaint made in accordance with the informal procedure the College has a formal procedure for the complaint to be made. Lifeworks College has made provision for a hearing before a panel appointed by or on behalf of the CEO and consisting of at least three people who were not directly involved in the matters detailed in the complaint. One panel member is independent of the management and running of the College. The procedure allows for the complainant to attend and be accompanied at the panel hearing if they wish. The complaints procedure provides for the panel to make findings and recommendations and a copy of those findings and recommendations is provided to the complainant and, where relevant, the person complained about and is available for inspection on the College premises by the CEO and the Teacher in Charge. The action taken by the College as a result of those complaints (regardless of whether they are upheld) is to be recorded and all correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

Please send written complaints to:

Nikki Forsyth  
Teacher in Charge  
Lifeworks College  
Lescaze  
Shinners Bridge  
Dartington  
TQ9 6JD  
[nikkiforsyth@lifeworks-uk.org](mailto:nikkiforsyth@lifeworks-uk.org)

## **3<sup>rd</sup> STAGE**

If you are unhappy with the response to your initial complaint or it has not been resolved please write to:

Brian Harty  
Chief Executive Officer  
The Lifeworks Centre  
Blacklers, Park Road  
Dartington Hall Estates  
Totnes  
TQ9 6EQ  
[brianharty@lifeworks-uk.org](mailto:brianharty@lifeworks-uk.org)