

SOUTH YORKSHIRE SCHOOL BUSINESS LEADERS C.I.C
("the C.I.C")

COMPLAINTS POLICY

INTRODUCTION

We, South Yorkshire School Business Leaders C.I.C ("**SYSBL**"), are a C.I.C, a community interest company. Our work involves consulting with various national and local policy makers and public-sector bodies (including the Department for Education, the Education Skills and Funding Agency and local authorities) and, in light of this, we have implemented this Complaints Policy to ensure that we are following best practice.

The directors are ultimately responsible for the management and administration of SYSBL, including the management of complaints. All complaints will be taken seriously.

SYSBL views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at SYSBL knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of SYSBL.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the board of directors.

Scope of the policy

The policy applies to **all complaints** made by people with whom SYSBL comes into contact in the course of its work which have been raised as a matter of concern but which have not been capable of informal resolution and which the complainant or SYSBL considers should be dealt with on a formal basis.

Commented [RE1]: Could you please confirm if you are comfortable with this list of whom the policy applies to?

SYSBL expects that before seeking to use this formal policy the complainant will have made reasonable attempts to seek an informal resolution of the position.

FORMAL COMPLAINTS PROCEDURE

STAGE 1

1. The complainant must put the complaint in writing or by email using SYSBL's complaints form

(attached at Appendix 1) unless the complainant has a disability which prevents this, in which case the complainant may contact SYSBL for assistance. The complaint should be addressed to the board of directors of SYSBL, Rockingham Professional Development Centre, Roughwood Road, Rotherham, S61 4HY.

2. One of the directors will acknowledge receipt of the complaint by letter or email.
3. An investigation of the complaint will be carried out by the board of directors.
4. The board of directors (or one of the directors nominated by the board) will discuss the matter with the complainant. This may be during a meeting or on the telephone. Whenever reasonably possible such discussion will take place within 15 working days of the complaint being received.
5. The board of directors will then put their findings in writing and indicate what steps if any should be taken to resolve the matter. Whenever reasonably possible this will be done within 15 working days of the discussion with the complainant at paragraph 4 above.
6. Where a complaint relates to one of the directors, that director shall be excluded from the investigation into the complaint.

STAGE 2

1. If the complainant is not satisfied with the outcome of the first stage, the complainant may request that the complaint be considered by the Chair of the directors. Where the complaint relates to the Chair, another director shall undertake the investigation.
2. A request to use the second stage must be in writing, addressed to the Chair of the directors, within 10 working days of the response being sent to the complainant and must set out briefly the reasons why the complainant is dissatisfied with the response.
3. The Chair of the directors will conduct a review of the matter to date.
4. The Chair of the directors will report his/her findings to the complainant within 15 working days of receipt of the written request to use Stage 2.
5. A record will be kept of all complaints, and of whether they are resolved at the first stage or proceed to Stage 2.
6. Correspondence, statements and records relating to individual complaints will be kept confidential except where SYSBL is required by law to disclose them.
7. There may be occasions where, despite both stages of this procedure being followed, the complainant remains dissatisfied with the outcome. If the complainant tries to reopen the same issue, the Chair of the directors is able under this policy to inform him/her in writing that the procedure has been exhausted and that the matter is now closed.

POLICY STATUS

The board of directors may alter or adapt this policy, and any components of it, at any time.

Review

This policy is reviewed regularly and updated as required.

Date of last review of policy: [DATE]

APPENDIX 1

Complaint Form

Please complete and return to..... who will acknowledge receipt and explain what action will be taken.

| | |
|--|---------|
| Your name: | |
| Address: | |
| Email address: | |
| Telephone number: | |
| Please provide details of your complaint: | |
| What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response?) | |
| What actions do you feel might resolve the problem at this stage? | |
| Are you attaching any paperwork? If so, please provide details: | |
| I consent to SYSBL contacting me by using the email address provided above | YES/NO* |

**Please delete as appropriate*

Signature:.....

Date:.....

Official use only

Date acknowledgement sent:.....

By whom:.....

Complaint referred to:.....

Date:.....