Complaints Procedure statement

Policy Information

Responsible Person	**Wayne Stewart**
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Review frequency	**Annually**
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Introduction

It is the policy of New Roots Workshop, to consider all feedback – complaints, compliments, comments, or suggestions seriously. Where the need for change is indicated, we will act promptly on what has been learned. We will always try to resolve complaints swiftly and informally, but where this is unsuccessful or unacceptable to a complainant, a formal procedure will be invoked.

Complaints

A complaint is an expression of dissatisfaction with the standard of service, action or lack of action by New Roots Workshop or representative(s) affecting an individual student or client.

A client is defined as a direct recipient of a service (a young person) or those who hold parental responsibility for the young person.

Informal Procedure

It is often possible to resolve a complaint informally and we would encourage a client/ student to speak to their instructor for that day in the first instance. The complaint may be resolved quickly by way of an apology or an explanation.

However, if you do not want to speak to your instructor for that day for whatever reason, or you do not receive an acceptable resolution, then you should contact the Director, Wayne Stewart, either in person or in writing.

If the Director's attempts to resolve the matter informally are not successful, or if you do not want to pursue the informal approach, then you can follow the formal procedure.

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Formal Procedure

Where an informal complaint has not reached a satisfactory conclusion, then a formal complaint should be made in writing to the Director. The Director will acknowledge receipt of the complaint within five working days, unless circumstances make this impossible, in which case they will respond at the first opportunity. Their response may ask for further information if necessary. In the meantime, the Director (or their delegate) will investigate the complaint, which will usually involve a confidential discussion with the staff member involved. You will receive a full response within 28 days of receipt of your original letter, or, if further information was required, from receipt of that information. This response will detail the investigation, whether the complaint has been upheld, and the redress (if appropriate) offered to you, e.g. an apology, additional support, or signposting.

Where a formal procedure has not reached a satisfactory conclusion, then you can request an appeal within seven working days of receiving the response. Your appeal should outline the reasons for dissatisfaction and be addressed to the Director. The Director will convene an Appeals Panel at the first opportunity consisting of the Director and other members of New Roots Workshop management team, School Partners in relation to the client/ student.

You will be given the opportunity to address the panel in person, in writing, or both. The chair of the panel will report the decision within 14 working days. Where issues remain unresolved a representative of the referring agency (i.e. School student is registered at, Devon County Council or other LA etc.) will join the Appeals Panel to assist them in finding a resolution. Please note that in instances relating to safeguarding – for instance allegations against staff – you should refer to New Roots Workshop safeguarding policy or Devon Children and Families Partnership website (https://www.dcfp.org.uk/).

Compliments

A compliment is an expression of satisfaction with the standard of service or action by New Roots Workshop, and our staff affecting an individual client or group of clients. If you wish to let us know that you are pleased with our services or would like to suggest ways in which we could improve, then please contact us. If New Roots Workshop should decide to use complimentary feedback in any of its marketing or information, then we will ensure we ask permission and not use your name if that is your wish following data protection policies.

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