Complaints Policy

AC001

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## Definition of a Formal Complaint

* 1. A formal complaint is an expression of dissatisfaction concerning a Chequers Academy product or service, when the complainant has drawn his or her concern to the attention of one of the tutor and is not satisfied with the response.
  2. Chequers Academy takes all complaints extremely seriously and all staff are trained and committed to rectifying any problem as soon as it is brought to their attention. It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a more loyal customer.

## Making a Formal Complaint

* 1. If you are dissatisfied with the way your problem has been dealt with by the tutor, we encourage you to ask to speak to the Academic Development Lead. If they are unavailable, you should ask to speak to the Medical Education Lead. All formal complaints will be dealt with in writing, by letter or e-mail.
  2. Should you wish to make a formal complaint, please forward details of the complaint to your tutor. You should include as much information as possible, including the nature of the problem, the date the problem occurred and details of whom you have spoken to Chequers Academy about the problem. You should also tell us what you think we should do to resolve your complaint. Please remember to provide full details of the address where you would like the response to be sent.

## The Complaints Process

* 1. Receipt of the complaint will be acknowledged within 2 working days by e-mail.
  2. We undertake to treat the complaint confidentially and to investigate it impartially and thoroughly. A written report will be sent within 10 working days; details of the investigation and our proposed remedial action will be included within the response.
  3. Details of all complaints will be kept on the complaint file and used to assist staff training and annual performance appraisals.
  4. If you are still unhappy with the response you receive from the Academic Development Lead, you may request that the Academic Development Lead review your complaint and the way in which it was dealt with. The Academic Development Lead will ensure that your complaint has been dealt with fairly in line with our policies and procedures.
  5. You will receive a further written response from the Academic Development Lead within 10 working days of your appeal being received.
  6. You also have the right to raise a complaint directly to the awarding body if the complainant is not satisfied with the outcome of the complaint raised with the Academy, details will be provided upon request for the contact details.

## 

## Monitoring

* 1. We will maintain and review the records of all learners in order to monitor the progress of this policy.
  2. Monitoring may involve:
     1. the collection and classification of information regarding the race in terms of ethnic/national origin and sex of all learners.
     2. the examination by ethnic/national origin and sex of the distribution and success rate of learners; and
     3. recording enrolment and training records of all learners, the decisions reached and the reason for those decisions.
  3. The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and learners.

## Policy Review

This policy will be reviewed on a three-year cycle. However, where legislation is updated, the policy will be reviewed accordingly.

## Document Control

### Confidentiality Notice

* + 1. This document and the information contained therein is the property of Chequers Health Group Ltd.
    2. This document contains information that is privileged, confidential or otherwise protected from disclosure.
    3. It must not be used by, or its contents reproduced or otherwise copied or disclosed without the prior consent in writing from Chequers Health Group.

### Document Revision and Approval History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Date** | **Created By / Updated By** | **Approved by** | **Comments** |
| 1 | 01/09/2024 | J. MacGregor |  | New policy release |

As with all Polices, protocols and procedures, this policy is a working document and may be changed from time to time. Any changes will be communicated accordingly within the organisation

## Policy Screening

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Policy Title: Complaints Policy | | | | | | | |
| Policy Content:  For each of the following check whether the policy under consideration is sensitive to people of a different age, ethnicity, gender, disability, religion or belief, and sexual orientation?  The checklist below will help you to identify any strengths and weaknesses of the policy and to check whether it is compliant with equality legislation. | | | | | | | |
| 1. Check for DIRECT discrimination against any minority group of LEARNERS: | | | | | | | |
| Question: Does the policy contain any statements which may disadvantage people from the following groups? | | Response | | Action required | | Resource implication | |
| Yes | No | Yes | No | Yes | No |
| 1.0 | Age? | No | | No | | No | |
| 1.1 | Gender (Male, Female and Transsexual)? | No | | No | | No | |
| 1.2 | Learning Difficulties / Disability or Cognitive Impairment? | No | | No | | No | |
| 1.3 | Mental Health Need? | No | | No | | No | |
| 1.4 | Sensory Impairment? | No | | No | | No | |
| 1.5 | Physical Disability? | No | | No | | No | |
| 1.6 | Race or Ethnicity? | No | | No | | No | |
| 1.7 | Religious Belief? | No | | No | | No | |
| 1.8 | Sexual Orientation? | No | | No | | No | |
| TOTAL NUMBER OF ITEMS ANSWERED ‘YES’ INDICATING DIRECT DISCRIMINATION = 0 | | | | | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 2. Check for INDIRECT discrimination against any minority group of LEARNERS: | | | | | | | |
| Question: Does the policy contain any conditions or requirements which are applied equally to everyone, but disadvantage particular people because they cannot comply due to: | | Response | | Action required | | Resource implication | |
| Yes | No | Yes | No | Yes | No |
| 3.0 | Age? | No | | No | | No | |
| 3.1 | Gender (Male, Female and Transsexual)? | No | | No | | No | |
| 3.2 | Learning Difficulties / Disability or Cognitive Impairment? | No | | No | | No | |
| 3.3 | Mental Health Need? | No | | No | | No | |
| 3.4 | Sensory Impairment? | No | | No | | No | |
| 3.5 | Physical Disability? | No | | No | | No | |
| 3.6 | Race or Ethnicity? | No | | No | | No | |
| 3.7 | Religious, Spiritual belief (including other belief)? | No | | No | | No | |
| 3.8 | Sexual Orientation? | No | | No | | No | |
| TOTAL NUMBER OF ITEMS ANSWERED ‘YES’ INDICATING DIRECT DISCRIMINATION = 0 | | | | | | | |