Arise Christian Tutor Centre

Watchorn Church

Derby Road

Alfreton DE55 7AQ

Complaints Policy

Introduction

Arise Tutor Centre aims to resolve complaints about the centre, facilities, service delivery or practice fairly, quickly and to a satisfactory level. The purpose of this policy is to enable all users and related parties to have issues they raise dealt with promptly and effectively. We are committed to taking all matters of concern seriously and dealing with them as soon as possible without the use of formal procedures. Where the matter relates to a tutee, complainants should try to resolve their complaint informally with the staff at the centre.

For complainants who feel the matter has not been resolved or dealt with correctly, or is of a serious nature, we ask that they either:

1. Make a Comment (an unofficial complaint)
2. Make an Official Complaint

What is a complaint?

Comments can be made about many issues but generally Arise Chrisitan Tutor Centre considers an official complaint to be a criticism which has been made in the expectation of a reply and which looks for an acknowledgement of fault or a change in the way the company does things.

How comments and complaints are dealt with

All comments and complaints submitted via our website are shared directly with the Senior Leadership Team. Comments are shared within two working days to SLT team and any staff concerned whereas Official Complaints are circulated overnight and dealt with within 24 hours as a matter of urgency. Comments and complaints will be dealt with in a sensitive, impartial and confidential manner.

Formal procedures

Stage One - Raising a Complaint to the SLT team

1. The complainant should complete the Complaint Form (which can be obtained by the tutors at Arise) and state what it is that the complainant considers should have been done or where Arise Christian Tutor Centre has not met reasonable expectations.
2. An investigation into the issues raised will be carried out by an appropriate member of the Senior Leadership Team. The investigating Senior Staff Member may make contact with the complainant to gain more details and understanding of the issue. The investigator will put her/his findings in an email to the SLT team and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within two working days.
3. The investigating Senior Staff Member will reply via email to the complainant with 14 working days, whenever reasonably possible. The response to the unofficial complaint/official complaint will include details of the outcome of the investigation, however there may be times certain details regarding the investigation cannot be shared due to confidentiality regulations.

Stage Two - Raising a Complaint to the Allegations Manager

If the complainant is dissatisfied with the way the complaint was handled at an earlier stage or it is felt that the matter is too serious to be dealt with at Stage One, the complaint should be raised with the Director:

Joy Clarke

The Director will undertake a further investigation. They may delegate the task of collating the information to another staff member but the decision on the action to be taken will be made by the Director. Following the investigation, the complainant will give a written response via email within 14 working days. Such complaints will be dealt with via procedures outlined in the Safeguarding Children and Young People Policy.

Stage Three – Complaint Hearing by a Complaints Panel

If the matter has not been resolved at Stage Two, then the director will establish a Complaints Panel of three people who have not been directly involved in the matters detailed in the complaint. Complainants should make clear that they wish the matter to be considered by a Complaints Panel. The panel will consist of two staff members and one person who is independent of employment at the centre. The hearing will take place in private within 14 working days of the receipt of the written request for Stage 3

investigation. Parents/Carers will be allowed to attend the panel hearing and may be accompanied if they so wish. The aim of the hearing is to impartially resolve the complaint and to achieve reconciliation between the centre and the complainant. All parties will be notified of the Panel's decision in writing within five working days of the date of the hearing. The Complaints Panel hearing is the last stage of the complaints' process, and is not convened to merely rubber-stamp previous decisions. Individual complaints must not be heard by the Complaints Panel prior to the hearing, as this could compromise the impartiality of the panel set up for a disciplinary hearing against a member of staff following a serious complaint.

The Complaints Panel Roles and Responsibilities

● Check that the correct procedure has been followed.

● Set the date, time and venue of the hearing, ensuring that the dates are convenient to all parties and that the venue and proceedings are accessible;

● Collate any written material and send it to the parties in advance of the hearing;

● Meet and welcome the parties as they arrive at the hearing;

● Record the proceedings;

● Notify all parties of the panel's decision. The Role of the Chair of the Panel The Chair of the Panel has a key role, ensuring that:

● The remit of the panel is explained to the parties and each party has the opportunity of putting their case without undue interruption;

● The issues are addressed;

● Key findings of fact are made;

● Parents and others who may not be used to speaking at such a hearing are put at ease;

● The hearing is conducted in an informal manner with each party treating the other with respect and courtesy;

● The panel is open minded and acting independently;

● No member of the panel has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure;

● Each side is given the opportunity to state their case and ask questions;

● All parties will see any written material relating to the complaint. If a new issue arises it would be useful to give all parties the opportunity to consider and comment on it.

All relevant documentation is kept confidential;

● Recommendations and finding should be recorded and distributed as appropriate. Remit of the Complaints Panel The Panel can:

● Dismiss the complaint in whole or in part;

● Uphold the complaint in whole or in part;

● Recommend disciplinary action in line with the Disciplinary

● Decide on the appropriate action to be taken to resolve the complaint;

● Recommend changes to the company's systems or procedures to ensure that problems of a similar nature do not recur. There are several points, which any appointed person on a Complaints Panel needs to keep in mind:

A. It is important that the appeal hearing is independent and impartial and that it is seen to be so. No person may sit on the panel if they have had a prior involvement in the complaint or in the circumstances surrounding it. The panel must be sensitive to the issues of race, gender, gender orientation and religious affiliation.

B. The aim of the hearing, which needs to be held in private, will always be to resolve the complaint and achieve reconciliation between the company and the complainant. However, it has to be recognised the complainant might not be satisfied with the outcome if the hearing does not find in their favour. It may only be possible to establish the facts and make recommendations, which will satisfy the complainant that his or her complaint has been taken seriously.

C. Extra care needs to be taken when the complainant is a young person. Careful consideration of the atmosphere and proceedings will ensure that the student does not feel intimidated. The Panel needs to be aware of the views of the young person and give them equal consideration to those of adults. Where the complainant is a young person, the parent will be allowed to attend the panel hearing. Record Keeping Written records of all complaints indicating whether they were resolved at the preliminary stage or whether they proceeded to a more formal stage will be kept. All correspondence, statements and records of complaints are to be kept confidential under password protection on the Arise database.

Tutee Friendly Policy There is a Tutee Friendly Complaints Policy to be shared with all pupils and parents. Monitoring, Evaluation and Review The Centre manager monitors the complaints policy, in order to ensure that all complaints are handled properly. The Senior Leadership Team examines the Comments and Complaints log on a monthly basis and considers the need for any changes to complaints procedures. The policy will be implemented throughout the company.