



## **CPD Complaints Policy**

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## **CPD Complaints Policy**

### **Introduction**

We aim to provide high quality CPD programmes but recognise that, occasionally, concerns may arise about the quality or the actions of our team. This policy sets out our approach and procedures for handling complaints of such nature.

Our definition of a complaint is an expression of dissatisfaction about our actions that requires an investigation. We take complaints seriously and do what we can to resolve issues of concern promptly.

However, importantly, we will not change our CPD offer because a course may be disappointing to the provider or participant.

### **Principles**

If you complain to us, we will:

- deal with your complaint fairly, thoroughly and objectively;
- where appropriate, acknowledge if our work has not met our usual high standards and take steps to remedy the situation;
- learn from complaints to improve the way we work and how our team carry out their roles;
- respect confidentiality as far as possible, both for those who complain and those who are the subject of a complaint. However, the identity of complainants will be revealed to the persons complained about when their response is essential in order for us to investigate and respond fully and fairly to your concerns;
- aim to resolve your complaint without the need for you to seek advice from third parties.

Please note, whilst we respect confidentiality this is not protected under an access of information request.

### **Stage 1: Resolving concerns quickly and informally**

We expect that all concerns about our courses will be raised, wherever possible, as soon as they arise and directly with the individuals involved. This provides an opportunity to clarify any misunderstanding or to resolve matters of concern quickly and informally.

If your concern cannot be resolved directly with the individuals involved, you should ask to speak with the Head of Teaching School.

### **Stage 2: Making a formal complaint**

If your concerns about a course or other area of our work have not been resolved at stage 1, you can raise a formal complaint with us.

You should submit your full complaint via email to our Head of Teaching School ([gill.theobold@laurusheadleholme.org.uk](mailto:gill.theobold@laurusheadleholme.org.uk)) as soon as possible and no later than 10

**working** days following the incident of concern. We consider a 'working day' to be any weekday other than a public holiday.

For us to consider a complaint, you must:

- submit your full concerns via email to [gill.theobold@laurusheadleholme.org.uk](mailto:gill.theobold@laurusheadleholme.org.uk), setting out your concerns clearly using examples and dates, which enables us to handle your complaint effectively;
- provide a concise account of your concerns, details of any actions already taken to resolve these, and what you expect should happen as a result of your complaint;
- provide contact details and indicate your availability for the Head of Teaching School to contact you.

You will receive a formal acknowledgement from us to confirm when the investigation of your complaint will be completed.

When carrying out the investigation, the Head of Teaching School will consider the information that you have submitted and the issues that you have raised. We will not normally consider any additional concerns or documentation that we receive after you submit your complaint unless new information has come to light.

The Head of Teaching School will try to contact you by telephone to discuss your concerns and to establish if any, or all, aspects of your complaint can be resolved quickly. Wherever possible, we will attempt to resolve complaints through professional dialogue as part of this telephone discussion. The Head of Teaching School will confirm to you the agreed main aspects of your complaint that will be subject to investigation. If the Head of Teaching School is not able to speak with you, they will base their investigation on your emailed complaint submission and any supporting documents you have provided.

We will provide written responses to all complaints investigated. The response you receive will provide a conclusion on whether or not each main aspect of the complaint has been upheld and may link together similar issues for conciseness and clarity. If there are conflicting accounts and it is not possible to independently verify either of them, it may not be possible to reach a firm conclusion. For an account to be considered independent, it must be from someone not involved in the issue of concern or review. In these cases, the outcome will be recorded as 'no decision could be reached' and the reasons for this will be explained.

We aim to respond to all complaints investigated under stage 2 of this policy as quickly as possible. We will send a written response to you as soon as it practicable and normally within 30 working days of the date that we received your complaint. The response will include an explanation of any steps that we will take as a result of the investigation outcome.

## **Privacy notice**

We will use the personal data you give us to handle your complaint. This includes sharing information from your complaint with:

- people whose actions you are complaining about;
- relevant staff or contractors in the Teaching School who need it to do their job.

All the personal/sensitive information collected and any subsequent information collected will only be held, used and/or shared in accordance with the Trust's Privacy Notice(s) and retention schedule; copies of which can be found by visiting

<https://www.laurustrust.co.uk/data-protection/>.

Any specific questions regarding data protection should be directed to the Trust by emailing [dataprotection@laurustrust.co.uk](mailto:dataprotection@laurustrust.co.uk).

We will respect and comply with data protection laws from time to time in force, in particular, the Data Protection Act 2018.