

# Peeples Complaints procedure

## 1 Overview

This procedure applies in the event of complaints by parents, carers or other users of Peeples services. In practice most complaints can be resolved quickly by discussion with a senior member of Peeples staff. Where the complaint appears to be of a more serious nature (e.g. gross misconduct by a member of staff) then it should be referred directly to the Chief Executive Officer.

Complaints, appeals and malpractice related to training and qualification activities will also be dealt with by following this procedure and, where applicable, external organisation procedures. Learners will be supported to report concerns and Peeples will ensure that they are not unfairly discriminated against because of their action.

All complaints whether formal or informal will be recorded on the "Complaints record form".

## 2 When a complaint is received

If a member of staff receives a complaint, they should take down contact details and brief details of the complaint and notify the senior manager for that area of work. If it appears to be of a serious nature, the manager will refer it to the CEO to deal with.

## 3 Use of the informal procedure

If the informal procedure is considered appropriate, the senior manager will contact the complainant and arrange an informal meeting to discuss the complaint. If the complainant prefers to register a formal complaint then they will be advised of the correct procedure as set out below.

At the informal meeting, the manager will listen to the complaint and take action as considered appropriate. This might include one or more of the following: apology, explanation of why a particular event occurred, commitment to take action to correct the situation. Action following a meeting might also include consideration of changes to practices and procedures to ensure there is no cause for a similar complaint in the future.

The complainant will be advised that if they are not happy with the outcome of the meeting, they may raise a formal complaint with the Chief Executive Officer.

A record of the meeting will be kept on the Complaints Record Form.

## 4 Use of the formal procedure

The complainant will be asked to put their complaint in writing to the Chief Executive Officer who will then contact the complainant to set up a meeting to discuss the complaint. The CEO may ask another senior member of staff or a Trustee to attend the meeting if he wishes.

The complainant will be offered the opportunity to be accompanied by a friend or other representative, if they desire, and where necessary by an interpreter.

If the complainant has difficulty putting the complaint in writing, s/he will be invited to express the complaint orally either before or at the meeting, and Peeples will produce a written record which s/he will be asked to agree.

At the formal meeting, the CEO will listen to the complaint and take action as considered appropriate. This

might include one or more of the following: apology, information on relevant People policies and practices, commitment to investigate the facts or to take action to correct the situation. Action following a meeting might also include consideration of changes to practices and procedures to ensure there is no cause for a similar complaint in the future.

*Policy updated Feb 2016 to include training and qualification activities.*

*Last reviewed May 2018*

*Confidential*

**People**

**Record of Complaint**

Name of complainant and contact details:	
Date complaint received and by whom:	
Complaint referred to:	
Use informal or formal procedure?	
Date of meeting (or phone call) to hear complaint:	
Description of complaint	
Action taken:  (e.g. apology investigation management action changes to procedures)	
Complainant informed of next steps – verbally/in writing	
Does the complainant wish to take any further action? If yes, how will this be handled?	

Signed (manager hearing the complaint):	Date:
Signed (Chief Executive Officer)	Date: