



Complaints and Compliments

Introduction

SNE aims to provide people who access our services with information about the procedure and to encourage them to comment upon the experience.

To ensure an excellent service we will ensure that learners and employees understand how to make comments, suggestions, complaints and compliments about SNE, and the service provided.

SNE takes all complaints received seriously and aims to resolve complaints to a satisfactory outcome as quickly as possible.

We will ensure that all complaints and suggestions are:

- Fully recorded
- Properly dealt with and resolved promptly and in a straightforward way
- Used to help prevent the same type of problems happening again and ensure an excellent service
- Used to help evaluate the quality of service provided and wherever possible, improve the quality.

The procedure

- If the complaint alleges abuse or any matter suggesting danger to a learner, then it must be brought to the attention of the Manager immediately so that a prompt decision can be taken as to immediate action required. Safeguarding procedures will be immediately actioned.
- If the complaint is so serious that it needs to be brought to the attention of the police, then the Manager will arrange this.
- If this is the case, then any further action on the complaint will need to be agreed with them.
- So long as (3) does not apply then the Manager or appropriate person acknowledges the complaint in writing within 5 working days and informs the complainant when it is expected that a fuller response will be made. The person dealing with the complaint will keep the relevant people informed at each stage including the outcome of the complaint.
- Unless there are exceptional reasons otherwise the complaint should be dealt with and resolved (if possible) within 28 days.
- Where a more appropriate manager has been identified, they will then be responsible for handling the complaint and any investigations from there on.
- The Quality Director will record the complaint in the complaints log and maintain the

complaints log until the complaint is closed. The individual manager will keep the Quality Director informed at all stages of the complaint to allow this process to take place.

- The complainant will be presented with the evidence and conclusion either by meeting or telephone discussion. SNE aims to resolve the complaint within 5 working days. Unless there are exceptional reasons otherwise, the complaint should be dealt with and resolved (if possible) within 28 days.
- If the complaint is resolved or actions agreed to resolve, then the manager who has dealt with the complaint will then follow up the complainant within an agreed timeframe with the complainant to aim for a satisfactory outcome.
- If there is not satisfactory resolution at this point then the full details and investigation of the complaint will be forwarded to the Managing Director, who will review the information collated to date. If there is still no satisfactory resolution, then the complaint will be recorded as unresolved.
- If necessary, SNE. will lodge the complaint/concern with regulatory bodies, for example if safeguarding issues or Prevent.
- All complaints will be discussed at the monthly management and quality meeting and an action plan devised to ensure the same complaint does not arise in the future.

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