

Picassos Training Academy

Complaints Policy

Revision Date: April 19

Complaints Policy

Context

As a training company much of Picasso's work surrounds interactions between people. Picasso's recognises that valuable lessons can be learned from critical feedback from stakeholders. Feedback about programmes and services offered by Picasso's is encouraged, and would not normally be viewed as a complaint unless specific action was requested. In some cases, however, stakeholders may feel they have experienced unreasonable treatment, disadvantage or distress which they may want to make a complaint about. In this context the definition of a complaint is a statement expressing dissatisfaction made to a manager or other person in authority within Picasso's Training Academy Ltd that requires action or response.

Aim of the Policy

To provide a framework and guidance for Picasso's Training Academy staff on the handling of complaints. To outline the procedures to be followed when a complaint is received to ensure all complaints are responded to in a timely and appropriate manner. Picasso's will aim to resolve any complaint and to find ways to eliminate areas of dissatisfaction.

Principles

- Where appropriate complaints will be resolved at the lowest possible level of management.
- Complaints of a more serious/delicate nature, such as complaints of victimisation, unlawful discrimination or harassment will be dealt with at a more senior level
- Complaints that could lead to a finding of misconduct or disciplinary action being taken against a staff member will be handled at a more senior level.
- All parties to a complaint will be informed of the complaint.
- Picasso's Training Academy will not usually accept anonymous complaints, possible exceptions include where matters involve allegations of corruption or child abuse.
- Complaints will be responded to within a reasonable time frame.

- Staff will ensure they have no conflict of interest or bias and if they feel this is so they should excuse themselves from any investigation of the complaint.
- Confidentiality will be respected within the constraints of the need to investigate the complaint.

Policy Statement

Picassos is committed to providing a learning and working environment in which complaints are responded to promptly. Picasso's views complaints as an opportunity to review and improve its policies and practices, and also to gain insights into levels of satisfaction.

Roles and Responsibilities

The responsibility for implementing this procedure shall lie with the Senior Managers and Directors

Informal Stage

In the first instance the member of staff involved should attempt to resolve the problem informally by talking with the complainant. If the complaint cannot be resolved informally to the satisfaction of the complainant then the formal procedure should be followed.

Formal Stage

- a) The complaint will be recorded on a complaints form, either by the complainant or scribed by a staff member on behalf of a complainant. The complaint form may be completed on paper or electronically. Alternatively a letter of complaint (either on paper or by email) will be accepted. Telephone complaints will also be taken.
- b) On receipt of the complaint details will be passed to Senior Managers within 3 working days.
- c) The Senior Managers will also pass all details to the Directors who will log the complaint for monitoring purposes.
- d) The Senior Managers will then:
 - i. Send details of the complaint to the staff member/Manager involved for investigation/resolution , or

- ii. Decide that the complaint is of a serious nature and instigate actions to resolve this at Executive level
- e) The staff member/Manager involved shall, upon receipt of the complaint:
 - i. Attempt to resolve the complaint to the satisfaction of the complainant
 - ii. Update the Senior Managers and Directors to indicate what action has been taken, when requested and within 5 working days.
- f) If the complaint is not resolved at this stage the complainant has the right of appeal.

Appeal

- a) Upon receipt of a notice of appeal by a complainant against a decision made at the Formal Stage, the staff member/Manager shall inform the Directors immediately.
- b) The Directors shall consider the appeal and reply within 10 working days.
- c) Should the complaint not be resolved at this stage the Directors will provide the complainant with information on any further steps which may be taken.

Time Scales

Unless the complaint goes to an appeal then complainant should be informed within 20 working days of the result of the complaint.

Follow Up

If the complainant does not write to appeal against the response within 4 weeks of receiving a reply, we will assume that the complainant is happy with the response and close the complaint.

Records of complaints

The Senior Manager shall ensure that records of every formal complaint are kept securely.

Policy Scope

This policy applies to complaints made by any learner, parent, employer or other stakeholder using Picasso's Training Academy's services.

This policy does not over-ride the candidate appeals procedure which would normally be followed in relation to appeals against assessment decisions.

Internal complaints, such as Hartwell staff wishing to complain of unfair treatment at work will be dealt with through Picasso's internal grievance procedure, the details of which are contained in the staff Personnel Rules.

