



Compliments and Complaints Procedure

This policy applies to :	Students, parents, employers, residents, schools
Author/Department:	
Area/Person responsible:	
Date approved:	February 2019
Related Documents/ Policies:	
Date of Next Review:	February 2020

Date of most recent review:	
Changes made:	

The Equality Act 2010: The Equality Duty

The Trust has a duty to consider the needs of all individuals in our day-to-day work – in shaping policy, in delivering services and in relation to our employees. The Equality Duty has three aims, which require the Trust to have due regard to the need to:

- **Eliminate unlawful discrimination**, harassment, victimisation and any other conduct prohibited by the Act;
- **Advance equality of opportunity** between people who share a protected characteristic and people who do not share it; and
- **Foster good relations** between people who share a protected characteristic and people who do not share it.

Does the policy support the aims of the Equality Duty?	Yes		No		N/A	
If no, please state which groups may be affected and complete a full equalities impact assessment (guidance and forms available on the intranet)						
Impact Assessment Reference:						

Initial Impact Assessment Completed	
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Date	
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Review of Policy	
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Date	
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1 Introduction

We want to hear from you...

- Do you have any suggestions on how we might improve services?
- Would you like to compliment us on a job well done?
- Have we fallen short of what you expect?
- Have we fallen short of the standards we set ourselves?

Your views are important to us

The Trust aims to ensure that all complaints received are dealt with promptly, fairly, professionally and in a non-discriminatory manner, and that appropriate action is taken.

Every complaint will be taken seriously and viewed positively as an opportunity to receive constructive feedback so that improvements may be made.

What you can do

You can complete the form at the back of this leaflet (also available on the Trust web site) or, if you prefer, you can contact us by telephone, email or fax. All comments, compliments or formal complaints should be directed to:

Stamford Park Trust
c/o Ashton Sixth Form College
Darnton Road
Ashton-under-Lyne
Lancashire
OL6 9RL

Telephone: 0161 330 2330
Email: info@stamfordparktrust.ac.uk

What happens next?

We will reply within 5 working days from when we receive your complaint. If it is not possible to give you a full reply within this time, for example, if your complaint requires more detailed investigation, we will give you an interim response telling you what is being done to deal with your complaint, when you can expect the full reply and from whom. The full reply will include details of who to contact next if you believe that your complaint has not been dealt with properly.

2 Further Details

The Stamford Park Trust is committed to continuous improvement and providing a high standard of service.

You have an important part to play by telling us when we do things well or not so well and by suggesting ways to improve the service we offer.

We welcome all feedback that helps us to maintain a high level of service. We want to learn from your experiences of using our services. If you compliment us on doing something well we can ensure that good practice spreads to other services.

We guarantee to...

...pass on a compliment, suggestion or a comment in the right direction. Compliments, suggestions and comments help us plan our services and improve our performance. We'll make sure all comments are used to benefit services.

We guarantee to...

...take all complaints seriously. We're sorry if you're not happy with us, and we want to put things right if we possibly can. We know that complaints give us valuable feedback and help us to improve our services - we want to listen and learn. You can make a complaint in any way you want: in person, by phone, in writing, or e-mailing.

To contact us with your compliment, comment or complaint

...complete the form, email or write to us.

We want our response to you to be quick, fair, courteous and helpful. If you want a response, we'll get back to you within five working days.

We aim to deal with your concern in full in this initial response. However, if this isn't possible, we will send you a second more comprehensive reply as quickly as possible.

If you have a complaint that you want to take further, we have a more formal process, with these timescales:

- Investigation (up to 10 working days)
- Appeal (up to 20 working days)

Things You Should Know:

- We will endeavour to resolve dissatisfaction quickly, easily and informally. For students of our academies, this will often be achieved by discussion with a personal tutor or appropriate member of staff.
- From time to time, however, a more formal procedure may be required.
- At each stage in the complaints procedure, you will be advised of what the next stage is and whom you should contact.
- If the complaint involves discrimination or harassment of any kind, you should ensure that the incident is recorded by reporting it immediately to a member of staff.
- If you are unsure who to contact, please contact the PA to the Chief Executive at info@stamfordparktrust.ac.uk or on 0161 330 2330.
- The Trust Board receives an annual report (see appendix 1), covering the types of complaints received by the Trust and the ways they have been resolved. This report will not detail specific issues raised or the names of those involved.
- Please note that we cannot investigate anonymous complaints.

3 How to make a complaint:

Stage 1: Informal Complaints

You may wish to begin by raising the matter informally with the person who is most likely to be able to help you such as your tutor, teacher or a manager.

If you do not know who to contact, please PA to the Chief Executive at info@stamfordparktrust.ac.uk or on 0161 330 2330.

Stage 2: Formal Complaints

If the outcome of Stage 1 is unsatisfactory or impractical, please direct your complaint to in writing using a complaints form, e-mail or letter:

Stamford Park Trust
c/o Ashton Sixth Form College
Darnton Road
Ashton-under-Lyne
Lancashire
OL6 9RL

e-mail: info@stamfordparktrust.ac.uk

You will receive an acknowledgement of your complaint within 5 working days and an investigation will be conducted.

You may be contacted to find out more information so please ensure that we have all your contact details.

You should receive notification of the outcome of investigation within 10 working days.

If there is likely to be a delay in responding then we will contact you to let you know and advise you of the reason(s) for delay.

Stage 3: Appeal

If you are dissatisfied with the outcome of the investigation then you may appeal, in writing, to the Principal. You should receive notification of the outcome of the appeal within 20 working days.

Summary of Comments, Suggestions, Compliments and Complaints



Stage 1 Informal Complaint

Contact the relevant senior tutor, teacher or manager, who will deal with your complaint. We will respond within 5 working days.

If you do not know who the most relevant person is, please contact the college reception in the first instance on 0161 330 2330.

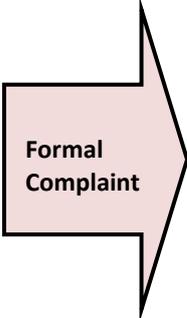
Comments, Suggestions & Compliments

Contact the relevant senior tutor, teacher or manager, either by telephone, e-mail or in writing. We will respond within 5 working days.

If you do not know who the most relevant person is, please contact the college reception in the first instance on 0161 330 2330.



Thank You. We will ensure that your input leads to good practice that spreads to other services.



Stage 2 Formal Complaint

Write to the Trust using a complaints form, e-mail or letter. An investigation will be conducted and you may be contacted for further information. We will acknowledge your complaint straight away and normally respond within 10 working days.



Stage 3 Appeal

Write to the CEO. A further investigation will be conducted. We will normally respond within 20 working days



**Comments, Compliments & Complaints
(Confidentiality will be respected)**

Title		First name		Surname				
Organisation (if appropriate)								
Address								
Telephone Number		Home		Work				
				Mobile				
Date & Time of Incident (if relevant)								
Please Tick <u>one</u>	Comment	<input type="checkbox"/>	Suggestion	<input type="checkbox"/>	Compliment	<input type="checkbox"/>	Complaint	<input type="checkbox"/>
Details								
<i>Continue overleaf if necessary</i>			Signed			Date		

Please send the completed form to

*Stamford Park Trust
c/o Ashton-under-Lyne Sixth Form College,
Darnton Road,
Ashton-under-Lyne,
Lancashire
OL6 9RL*

For Trust use only ...

Date received		Reference Number	
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