

Title	Complaint Procedure	
Aim	<p>We are proud of our relationship with our members, clients, customers, learners, funders and Trustees and welcome feedback at any time, in order to ensure this positive relationship continues. However, should any negative feedback not be satisfactorily resolved, we provide this procedure to ensure that any complaints are dealt with swiftly and effectively.</p>	
Scope	<p>This policy applies to all members, clients, customers, and learners of Co-operative College CIO, but may also be used by any member of the public who may wish to raise any issue with us.</p> <p>A complaint may cover the standards, performance, decisions or actions of one or more of our employees/workers, or may relate to our products or services, or to our organisation as a whole.</p>	
Related Policies / Documents / Procedures	<p>The Customer Complaints procedure is related to many of the College's other policies and procedures, but in particular to:</p> <ul style="list-style-type: none"> • Whistleblowing Policy • Safeguarding Policy • Disciplinary Procedure 	
Date for Implementation	Immediately when approved	
Approved by	Trustee Board	March 2022
Date of next review	May 2027	
Date of this review	May 2024	
Reviewed by	Director of Operations & Business Development	
Distribution	All College staff College Website	
Version Control	<p>Previous Versions approved: 2022 2015 2012</p>	

Complaints procedure

Introduction

This procedure is designed to ensure that any questions or problems experienced by our clients, customers, learners and funders with our organisation or its services or products are quickly aired and resolved, and we therefore encourage its use to facilitate this.

Stages of the procedure

Should an initial approach not result in the required resolution, the following procedure should be used:

Stage one

Details of the complaint should be sent in writing to the following email address: **hello@co-op.ac.uk**

Full details of the complaint, the preferred method of contact, any information regarding any previous attempt to resolve this matter, and the preferred solution should be included.

We will acknowledge any complaint as soon as possible, giving an indication of how long we need to investigate the matter. We aim to provide this acknowledgement within a maximum of 2 working days. We may need to contact the person raising the complaint for further details or to investigate further.

At the end of our investigations, we will confirm the outcome of the complaint. This will include further details of who to write to if the outcome is not considered to be satisfactory. If no response is received within 14 days of sending our confirmation, we will assume that the issue is resolved. However, if the problem arises again, please do come back to us.

Stage two

Obviously we hope our initial response would be satisfactory, but our clients, customers, learners, funders or members of the public who remains dissatisfied should address their complaint to the Chief Executive and Principal, via the following email address: **hello@co-op.ac.uk**

Again, we may need to discuss the situation further as we attempt to resolve the matter. We will confirm the outcome of this further investigation in writing and aim to respond within 10 working days.

External referral

As the nature of our work sometimes involves working with children or vulnerable people, we are especially aware of our duty to ensure safe and ethical practices. In

some cases therefore, whilst confidentiality may be requested, we are obliged by law to report this to the appropriate body. If, through the course of managing a complaint, we discover that a referral to an independent body (e.g. the DBS, the police, the Charity Commission) is required, this may be made separately to any disciplinary investigation that may take place.

Disciplinary matters

If a complaint prompts an investigation into the behaviour or actions of one or more of our employees, we will use our disciplinary procedure to fairly deal with the matter. This may mean that details of the complaint are used as evidence in disciplinary proceedings. The client/customer will be made aware of this and will be asked whether they agree to have their name disclosed or not.

Effectiveness of this procedure

We expect our employees to respond promptly and courteously to any form of complaint and to ensure that any potential dissatisfaction on the part of a clients, customers, learners, funders or members of the public is reported and dealt with efficiently.

Any concerns relating to the application or effectiveness of this procedure should be reported to the Chief Executive and Principal, who will investigate further and take any appropriate action to ensure this procedure remains effective.