



COMPLAINTS POLICY

1. Policy Statement

Sportscape welcomes comments and complaints from all staff, learners and from the general public. We use this process to improve services for learners and the wider community in which we exist.

Sportscape is committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes will be made or the service offered will not meet individual's requirements or expectations. For these reasons it is policy that all complaints should be:

- 1.1 Treated seriously and in an open manner
- 1.2 Acknowledged immediately, preferably in writing
- 1.3 Investigated
- 1.4 Resolved, wherever that is reasonably practicable, within no longer than 13 working weeks
- 1.5 Used as feedback to improve the service which the Sportscape offers

No complainant bringing a complaint under this procedure will be treated less favourably by any member of staff. If there is evidence to the contrary, the member of staff may be subject to disciplinary proceedings.

2. Scope

The policy applies to all members of the Sportscape staff but does not replace other relevant procedures for learner appeals and student disciplinary action: those procedures should be used where appropriate.

3. Legislation

The Human Rights Act 1998 applies to the operation of this policy.

4. Responsibilities



- 4.1 **All Sportscape Staff** have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.
- 4.2 **The MD has** a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.

5. Actions to Implement and Develop Policy

5.1 Stage One

Sportscape expects complaints about courses to be made to the course leader in the first instance. Where this is not possible or does not result in satisfactory resolution, the complaint should be submitted in writing to the MD.

The College usually expects complaints to be made by the person concerned. However it will consider complaints made by a learner's parent or advocate.

Anonymous complaints cannot be investigated.

The receipt of all comments/complaints will be acknowledged within one working week.

5.2 Stage two

The course leader will respond in writing within one working week, explaining what has happened as a result of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that employees are afforded appropriate dignity at work.

If the complaint requires further investigation that cannot be carried out within the week, the manager shall keep the complainant informed and specify a date when a response can be given.

5.3 Stage three

If the complainant is dissatisfied with the response then the complaint will be forwarded to the MD to resolve.



The MD will acknowledge receipt of the complaint within two working weeks and a final reply will be completed within 8 working weeks to allow time for any formal investigations to take place. The MD's decision is final

The total comments/complaints procedure should be finalised in no more than 13 working weeks unless there are exceptional circumstances in which case the complainant will be kept informed of progress..

6. Monitoring & Evaluation

6.1 Sportscape will maintain a confidential record of complaints dealt with to feed into the College's quality improvement processes.

7. Related Policies

- Student Disciplinary Procedure
- Internal Assessment Appeals Policy

Please note:

- We will consider any request for this policy to be made available in an alternative format or language.
- We review our policies regularly to update them and to ensure that they are accessible and fair to all. We welcome suggestions for improving the accessibility or fairness of this policy.

Stage four

If the learner is not satisfied with the decision then he/she can appeal to the Awarding Organisation in writing.

Approved by:	Version:	Issue Date:	Review Date:	Next Review
Managing Director	V.2	Jan 2018	June 2019	June 2020