



Learnest CIC Complaints Policy

Version	Date	Changes	Changed by
1.0	26/7/22	Initial Policy Draft	Louie Stafford

Prepared by:	Louie Stafford
Authorised by:	(being reviewed)
Effective from:	
To be reviewed:	

Introduction

Learnest CIC aims to always provide the highest-quality services and support. We may not get this right all the time, but we are committed to listening to those we work with, learning from our mistakes and improving our work as a result.

Learnest is committed to maintaining the highest possible standards and wishes to actively encourage people who use our services to comment on their experience wherever possible. When things go wrong, or we fall below the acceptable standards we recognise the importance of a clear and transparent complaints management process. All complaints received will be investigated promptly and thoroughly.

Providing Feedback

You may wish to make comments or suggestions about our work, to help us improve. Our board and Managing Director will welcome your comments and we will ensure you are told about any action taken as a result. You can also provide us with feedback, comments, or suggestions anonymously through [our website](#).

You can help us by making it clear if you wish a negative comment to be formally investigated using the process set out via this complaint's procedure, otherwise, we will likely explore your initial feedback informally.

What is a complaint?

Learnest CIC defines a complaint as:

“an expression of dissatisfaction with the standard of a service, action or lack of action by the Learnest CIC's staff, volunteers or management that affects an individual or group of people”.

This definition covers situations where someone believes that we have

- done something wrong
- failed to do something that we should have done
- provided services to a poor standard
- acted unfairly, unethically, or discourteously.

How to make your complaint

We understand that it is not easy to complain, which is why we have a very simple process. You can also use the attached form to send to us.

You can complain in person, by phone, or in writing. If you can you can complain yourself or you can ask someone to do that on your behalf. We also accept anonymous complaints but these may be more difficult to fully investigate or respond to.

In some cases, you may not feel comfortable complaining to a member of staff (stage 1) of the complaints procedure. In this situation, you can go directly to Stage 2 of the complaints procedure, or ask someone to do that on your behalf.

Stage 1 – Discussion with staff

We believe that most issues can be sorted out effectively and quickly by talking to the people most closely involved. In the first instance, we encourage people to raise any concerns they have with any member of the staff team at the time of the incident, or shortly after if possible. They will member will make a written record of your concerns and explain how they intend to deal with them.

The staff member might be able to resolve the issue to your satisfaction immediately or they might have to speak to their line manager.

Stage 2 – Written complaint to a manager

If the response from Stage 1 is not satisfactory, or you do not want to speak to a member of the staff team, you can put your complaint in writing to the relevant Service Manager / Line manager. Please outline as clearly as possible what you are complaining or concerned about.

For example:

- what went wrong
- what you are concerned about
- when and where it happened
- who was involved
- What you would like to see happen.

This will help us conduct a thorough review. Please also include your address and a daytime telephone number, and email if you wish, so that we can contact you about your complaint.

The relevant Service Manager will contact you to discuss your complaint (within five working days). They will listen to the nature of your complaint and let you know how they intend to investigate this.

If any meeting related to your complaint is required, you may attend alone or with a supporter or friend (Although this cannot be a Learnest CIC staff member or volunteer).

We normally aim to conclude our investigation and resolution of your complaint within 20 working days. Sometimes this may take longer but you will be kept informed of the reasons for any delay. The Service Manager will write to you to explain the outcome of the investigation and if there are any areas of practice that Learnest CIC will do to change or improve our services or practices as a result.

If following the outcome of the investigation by the Service Manager, you are still unhappy you can then refer your complaint to the Managing Director who will investigate how your complaint has been handled and the outcome of it.

Stage 3 – Written complaint to the Board of Directors

If you are still unhappy with the outcome you can take your complaint to the Board of Directors. To do this write to the Chair outlining why you are dissatisfied with the outcome of the investigation of your complaint. The Chair will arrange for a review of the complaint and the process of investigation within 30 working days.

Once the review is complete the Chair will contact you to explain the facts and findings of the case and any proposed actions they intend to take to deal with the situation.

The Chair of the Board of Director's contact details:

SB Beer

Chair, Board of Directors

c/o Learnest CIC

info@learnest.co.uk

Who can help you make your complaint?

If you would like help making your complaint, you can get help or advice from a local advice center, such as the Citizens Advice Bureau, or through an advocacy organisation.

Complaint Form

We have provided the template below to help you outline your complaint. This will

ensure that we have all the information we require to investigate the matter. You can register your complaint if preferred via the methods outlined in the complaints policy

PLEASE WRITE IN CAPITALS

MY NAME	
MY HOME ADDRESS	
MY E-MAIL ADDRESS	
MY TELEPHONE NUMBER	

Please describe what you feel went wrong

Please tell us what you are concerned about

When and where did this happen?

Who was involved in this?

What you would like to see happen

Signed.....

Date.....

Please return this form to the relevant person mentioned in our complaints policy