



COMPLAINTS POLICY

1. Introduction

It is accepted that in any training provider there will be times when a learner, group of learners, employer or member of the wider community, feel they have reasons to feel aggrieved at their treatment.

2. Aims of Policy

To allow a proper mechanism to allow such persons to bring this complaint to the attention of the management of the company and to ensure that the management deals with it in a fair and equitable manner.

3. Implementation

- The overall responsibility for the implementation of this policy lies with the Directors.
- Commitment to this policy is firmly supported by Sora's Management team who will be responsible for monitoring its implementation.
- All staff and sub-contractors are expected to adhere to this policy.

4. Who it applies to

This policy applies to all staff and sub-contractors.

5. Inclusions

All learners and employers. Also, members of the public who come into contact with Sora.

6. Exclusions

There are no exclusions to this policy

Document Number:	HS021	Version:	1	Amendment Date:	-
Date Created:	Nov 2018	Created By:	P. Gough	Page/s:	Page 1 of 3

7. Detail of policy

Stage 1

- The complainant should draw their grievance to the attention of their Tutor or other member of staff i.e. another Tutor, Admin support team etc.
- Many complaints can be resolved at this stage either by discussion with the tutor or by the tutor discussing the problem with appropriate staff if they feel the matter can be dealt with simply.

In all instances, an Incident Report form should be completed.

- If this is not the case or if the complainant is not content with the outcome then they may progress the complaint to stage 2. This should be done within 5 working days.
- Letters/telephone calls of complaint.

When a complaint is received in the form of a telephone call or letter of complaint the member of staff receiving this will complete an Incident Report Form on behalf of the complainant.

Stage 2

- The complainant should complete and sign a Complaints/Grievance Form available from the Admin. Office. This form should be forwarded to the Operations Manager who will acknowledge receipt of the Form within 5 working days. The matter will be fully investigated by an appropriate impartial manager designated by the Operations Manager. The complainant will be notified of the outcome where possible within a further 10 working days. If they are dissatisfied with the outcome of the decision they may choose to progress the complaint to stage 3 again within five working days.

Stage 3

- If the complainant is still not satisfied, then they may appeal, and an appropriate member of the Senior Management Team will be supplied with all of the documentation submitted in relation to the earlier stages of the procedure and will consider the complaint. He/she will send the complainant a copy of their decision in writing within 10 working days of receiving your appeal.

Stage 4

- If the complainant is still not satisfied with the outcome of the investigation, they may put their issues in writing to the appropriate college partner (Gateshead College) as indicated during their Induction process.

Document Number:	HS021	Version:	1	Amendment Date:	-
Date Created:	Nov 2018	Created By:	P. Gough	Page/s:	Page 2 of 3

Public Interest Disclosure

- If workers bring information about a wrongdoing to the attention of their employers or a relevant organisation, they are protected in certain circumstances under the Public Interest Disclosure Act 1998. This is commonly referred to as 'blowing the whistle'. The law that protects whistle-blowers is for the public interest - so people can speak out if they find malpractice in an organisation. Blowing the whistle is more formally known as 'making a disclosure in the public interest'.

8. Infringement

Sora will take appropriate disciplinary action against individuals who do not adhere to this policy.

This may include but not be limited to:

Staff – staff disciplinary policy will be implemented.

Sub-contractors – withdrawal of business agreement.

9. Review Process

This policy will be reviewed on a regular basis and as and when incidents or new legislation requires it.

It will be reviewed on an annual basis as a minimum.

Document Number:	HS021	Version:	1	Amendment Date:	-
Date Created:	Nov 2018	Created By:	P. Gough	Page/s:	Page 3 of 3