

Complaints & Grievance policy – a grievance, problem, difficulty or concern

POLICY STATEMENT

Health Academy recognises the importance of learner complaints and welcomes complaints as a valuable form of feedback about its services. We are committed to using the information we receive to help drive forward improvements.

This procedure outlines the aims of Health Academy in dealing with complaints and sets out what you as the customer can expect when making a complaint regarding a service. A complaint is a way of letting us know that you are not happy with a particular service. We welcome your feedback. A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

So please let us know if:

- you think we have done something wrong
- we have not done something that we said we would do
- you are not satisfied with a particular service or set of services that we provide

ANONYMOUS COMPLAINTS

We understand that it might be difficult for you to complain because you are worried that your complaint could result in a poorer service. Please be assured that we treat all complaints in the strictest confidence, and that it is your right to complain.

If you do not provide us with a contact name or address, it will not be possible for us to get back to you with the outcome of the investigation

PROCEDURE

In the first instance, the complaint should be discussed with the team member concerned and resolution sought within 48 hours of the incident occurring. If this is successful and a resolution is reached, the complaint should be documented on the attached Appendix (1) and sent to the Centre Administrator for filing. This should be received by the Centre Administrator by the end of the next working day. There will be no further action taken.

In the case of an individual wishing to make the complaint, who feels unable to discuss the

complaint with the team member concerned, the matter should be referred to the Individuals' line manager within 48 hours of the incident occurring. The line manager should then contact the Centre Manager within the next 7 days to make them aware of the complaint. The nature of the complaint will be documented as per Appendix (2) and sent to the Head of Learning and Development.

On receipt of the complaint, the nature of the complaint will be brought to the attention of the team member concerned and discussed within 48 hours of receiving the complaint. The Centre Manager will then contact the individual making the complaint with a view to resolve.

If resolution cannot be found, the Centre Manager will arrange a meeting with all relevant parties and agree a resolution. This will take place within 30 days. This will be final.

The Centre Administrator will maintain a record of all complaints and make these available on request. All complaints must be regarded as confidential and discussed only with those parties involved. Where the subject of the complaint is centred on a qualification, the Awarding Body will be made aware if this is relevant.

In the instance where the complaint is around an assessment / verification decision, then the stages outlined in the Appeals Procedure must be followed.

Staffing Procedures

1. Purpose and scope

This procedure is designed to help and encourage all employees to achieve and maintain standards of conduct, attendance and job performance. The company rules (a copy of which is displayed in the office) and this procedure apply to all employees. The aim is to ensure consistent and fair treatment for all in the organisation.

2. Principles

Informal action will be considered, where appropriate, to resolve problems.

No disciplinary action will be taken against an employee until the case has been fully investigated.

For formal action the employee will be advised of the nature of the complaint against him or her and will be given the opportunity to state his or her case before any decision is made at a disciplinary meeting.

Employees will be provided, where appropriate, with written copies of evidence and relevant witness statements in advance of a disciplinary meeting.

At all stages of the procedure the employee will have the right to be accompanied by a trade union representative, or work colleague.

No employee will be dismissed for a first breach of discipline except in the case of gross misconduct, when the penalty will be dismissal without notice or payment in lieu of notice.

An employee will have the right to appeal against any disciplinary action.

The procedure may be implemented at any stage if the employee's alleged misconduct warrants this.

3. The procedure

First stage of formal procedure

This will normally be either:

an improvement note for unsatisfactory performance if performance does not meet acceptable standards. This will set out the performance problem, the improvement that is required, the timescale, any help that may be given and the right of appeal. The individual will be advised that it constitutes the first stage of the formal procedure. A record of the improvement note will be kept for ... months, but will then be considered spent – subject to achieving and sustaining satisfactory performance

or

a first warning for misconduct if conduct does not meet acceptable standards.

This will be in writing and set out the nature of the misconduct and the change in behaviour required and the right of appeal. The warning will also inform the employee that a final written warning may be considered if there is no sustained satisfactory improvement or change. A record of the warning will be kept, but it will be disregarded for disciplinary purposes after a specified period (eg, six months).

Final written warning

If the offence is sufficiently serious, or if there is further misconduct or a failure to improve performance during the currency of a prior warning, a final written warning may be given to the employee. This will give details of the complaint, the improvement required and the timescale. It will also warn that failure to improve may lead to dismissal (or some other action short of dismissal) and will refer to the right of appeal. A copy of this written warning will be kept by the supervisor but will be disregarded for disciplinary purposes after ... months subject to achieving and sustaining satisfactory conduct or performance.

Dismissal or other sanction

If there is still further misconduct or failure to improve performance the final step in the procedure may be dismissal or some other action short of dismissal such as demotion or disciplinary suspension or transfer (as allowed in the contract of employment). Dismissal decisions can only be taken by the appropriate senior manager, and the employee will be provided in writing with reasons for dismissal, the date on which the employment will terminate, and the right of appeal.

If some sanction short of dismissal is imposed, the employee will receive details of the complaint, will be warned that dismissal could result if there is no satisfactory improvement, and will be advised of the right of appeal. A copy of the written warning will be kept by the supervisor but will be disregarded for disciplinary purposes after ... months subject to achievement and sustainment of satisfactory conduct or performance.

Gross misconduct

The following list provides some examples of offences which are normally regarded as gross misconduct:

theft or fraud

physical violence or bullying

deliberate and serious damage to property

serious misuse of an organisation's property or name

deliberately accessing internet sites containing pornographic, offensive or obscene material

serious insubordination

unlawful discrimination or harassment

bringing the organisation into serious disrepute

serious incapability at work brought on by alcohol or illegal drugs

causing loss, damage or injury through serious negligence

a serious breach of health and safety rules

a serious breach of confidence.

If you are accused of an act of gross misconduct, you may be suspended from work on full pay, normally for no more than five working days, while the alleged offence is investigated. If, on completion of the investigation and the full disciplinary procedure, the organisation is satisfied that gross misconduct has occurred, the result will normally be summary dismissal without notice or payment in lieu of notice.

Appeals

An employee who wishes to appeal against a disciplinary decision must do so within five working days. The senior manager will hear all appeals and his/her decision is final. At the appeal any disciplinary penalty imposed will be reviewed.

This policy has been approved by:

Name: Neil Ramdhun & Euan Naismith

Role: Co-Directors

Date: 5th January 2025

Review Date: January 2027

Appendix1

Record of Complaint

Name of Individual making the complaint:

Location:

Date:

Nature of complaint

Resolution Agreed:

Signed Complainant:

Date:

Signed by Centre Manager

Date:

Appendix 2

Referral of Complaint

Date of referral:...

.....
Line Managers Name:

Nature of complaint:

Date Referred to Head of Assessment Centre:.....

Actions agreed:

Signed off by Centre

Manager:.....Date:
Signed Complainant:.....Date

**Neil Ramdhun & Euan Naismith
Co Founders**

23rd October 2019