

Good Apple Education Complaints Procedure



Good Apple
Independent School

GOOD APPLE EDUCATION

Complaints Policy and Procedure

Principles

This complaint policy and procedure should be used for all issues regarding GOOD APPLE EDUCATION.

1. Good Apple Education welcomes comments from students, parents, staff and the wider community on the quality of the service it provides. Constructive, positive and negative feedback provides a key role in reviewing our work so that we can improve our provision in the future and so that we can ensure that the individuals involved are treated fairly.

This Policy is based on the following principles:

- Active promotion of equality of opportunity throughout all Good Apple Educations' activities and the learning experience
- Provision of an open and transparent process
- Resolution of complaints in a fair and equitable way within agreed timescales
- Absence of victimisation once a complaint has been reported
- Continuous service improvement as part of the Good Apple Education Quality Strategy

2. Learners and clients have the right to expect the Good Apple Education to consider complaints fairly and quickly, and whenever possible the issue should be resolved to the complainant's satisfaction. Where possible issues and complaints should be resolved informally (Stage 1 – Raising a Concern).

3. Confidentiality must be maintained at all times, although all parties will need to accept that some information may need to be shared if the complaint is to be fully investigated.

4. All those involved, the complainant and others involved in the complaint including members of staff interviewed must be treated fairly and have the opportunity to state their case. Individuals involved should be offered support in making a complaint or in dealing with a complaint.

5. The Curriculum Head will maintain a record of formal complaints in the Good Apple management system. The directors of Good Apple will receive an annual summary evaluation of the number and general character of complaints, compliments and suggestions and subsequent resolution/planned action. The directors will also receive regular reports on the impact of customer complaints. Good Apple will review the Complaints Policy and Procedures annually.

Definition / Scope

Good Apple Education has defined a complaint as 'any expression of dissatisfaction that requires a response'. Complaints about Good Apple Educations' activity can come from any source.

Procedure

This procedure is open to parents/guardians of students, partners/stakeholders and members of the public. Complaints will be dealt with either:

A. Informally by any member of staff either immediately at the point of the complaint. This encourages speedy response and ownership of complaints.

B. Formally by the appropriate Manager who will log and co-ordinate all formal complaints.

Possible sources of complaints could be:

Students	Concerning their experience as a student of Good Apple Education
Parents	As for students but in addition how Good Apple Education has dealt with them as parents.
Partners/ Stakeholders/ Referring Schools	Concerning the service provided by Good Apple Education
Members of the public	Concerning the impact of Good Apple Education on the locality through for example, student behaviour or traffic management.

This procedure applies to general concerns and complaints. Some complaints / disputes are subject to statutory or alternative procedures. Issues which cannot be considered as 'in scope' for this procedure include:

- Complaints which are made more than 30 working days after the original incident causing concern (unless there are special circumstances justifying a delayed complaint);
- Matters which are subject to legal action or concern employment issues;
- Contractual disputes;
- Matters not within Good Apples Educations's control or responsibility,
- Examination results, this should be taken up with the referring school and Good Apple will supply relevant documentation.
- Complaints of a vexatious or malicious nature.

In these situations, where possible the complainant should be directed to other courses of action.

Stage 1 – Raising a Concern

Learners

Rather than let an issue of concern or an area of dissatisfaction become a complaint, we hope that you will try to resolve your issue promptly by:-

- raising your concerns directly with the person who, in your opinion, is responsible, or directly with your tutor, or directly with the course leader or unit manager, or
- using the Good Apple Education evaluation system to bring concerns to the attention of course teams and/or Good Apple managers, or
- Raising your concerns through the referring School.

Employers

If you are dissatisfied or have any concerns with the service provided by Good Apple Education you can raise the issue:

- Directly with the Unit Manager or
- Through on site supervisor/ tutor from Good Apple Education.

General

If you are a member of the public and you are dissatisfied or have concerns about the service provided, you can:

- raise the issue directly with the person who, in your opinion, is responsible, or
- raise the issue with the unit manager of Good Apple Education.

In all cases, our aim is to deal satisfactorily with concerns at Stage 1 of the procedure. If your concern is not satisfactorily resolved at Stage 1, you have the opportunity to move to Stage 2.

Employees or Former Employees

If you are an employee or former employee of Good Apple Education the Grievance Policy and procedure should be followed. Further details and advice on this can be obtained from the Staff Handbook.

Complaints related to your course of study

Good Apple Education Tutors will help to deal with your concern if it is a matter related to your course of study.

Stage 2 – Making a Complaint

If your concern is not resolved at Stage 1 or you feel the issue has not been responded to satisfactorily, you can take your complaint to Stage 2. If you write to us, please outline your concerns as clearly and in as much detail as you can. Your complaint will then be referred to the unit manager. You will receive a response within ten working days and we will tell you how we plan to investigate and when you might expect a detailed answer. Please send your complaint to:

Unit Manager/ Director

Good Apple Education

Unit 3 Granary House

Gainsborough

Lincolnshire DN21 2NS

Stage 3

Appeal process where a parent is not satisfied with the response to the complaint in stages one and two above the unit will make provision for a hearing before a panel. The panel will consist of at least three people who are not directly involved in the matters detailed in the complaint.

Where there is a panel hearing one panel member will be independent of the management and running of the school.

A parent may attend and be accompanied at the panel hearing if they wish.

The panel will make findings and recommendations. The findings and recommendations will be provided to the complainant and where relevant the person complained about.

The findings will be available for inspection on the school premises by the proprietor and the head teacher.

Record Keeping.

A record will be kept of all formal (written) complaints and whether they are resolved at stage 2 or stage 3. The record will include details of action taken by the school as a result of any complaints.

Correspondence statements and correlating to all complaints will be kept confidential. Records will be made available to anybody conducting an inspection under section 109 of the 2008 act.

(OFSTED)

The unit will publish on its website the number of formal complaints received in the preceding academic year.

