



Complaints Procedure

This document sets out the **Complaints Procedure** in effect at Creating Space for You (CIC). If you are a client, candidate or member of staff or appointed associate, and you have a criticism of the services our centre provides you can use the procedure set out below to formally communicate your complaint to us.

The centre is committed to delivering a high quality service and encourages its clients to tell it where there is cause for concern and a case for improvement.

We aim to handle complaints in a way that:

- Is fair and efficient
- Treats complaints with seriousness, sympathy and confidentiality
- Facilitates early resolution
- Allows the centre to benefit from the experience

Is it an Appeal or Complaint?

There is a distinct difference between the two processes.

Is it a Complaint?

A Complaint is where a criticism of the services our Centre provides is received, when a reply is expected and there is an expectation that things need changing.

Is it an Appeal?

An appeal is a procedure through which our Centre may be challenged on the outcome of an enquiry about results or, where appropriate, other procedural decisions affecting an individual candidate.

The Complaints Procedure

Stage 1

Complaints of a minor nature should be raised immediately with the member of staff or appointed associate responsible with the aim of resolving the problem directly and informally. Or if you feel it is more appropriate, you can speak to the Centre Co-ordinator. It is anticipated that the vast majority of complaints will be resolved in this way. We advise that a complaint be raised within 30 days of the issue taking place.

We believe the majority of complaints/issues/problems are capable of being resolved at Stage 1 within a target of 10 working days.

For users of the centre that are not clients or candidates, you may approach the member of staff concerned, or alternatively follow Stage 2 of these procedures.

Stage 1 will generally be an oral process; any staff or appointed associate involved will be encouraged to share the experience where the effectiveness of the centre could benefit. If you



are still not satisfied with the response to your complaint, you should use Stage 2 of the procedure outlined below.

Stage 2

Creating Space for You (CIC) appreciates that there may be occasions where the above process is inappropriate and that a more formal approach is necessary.

Where it has not been possible to resolve matters to your satisfaction under Stage 1, you should write a letter to the Centre Co-ordinator. This formal account should be made within 60 days of the initial issue taking place.

Your complaint must be specific and comprehensively documented. You should present full details, including your name and address, any relevant documentation, and dates, locations and witnesses as appropriate. You should also detail any previous unsuccessful attempts at resolution. Finally, you should state what reasonable steps should be taken to resolve the complaint.

The Centre Co-ordinator will then approach the relevant member or staff on your behalf to try to facilitate the resolution of your complaint.

You should expect to receive an acknowledgement from the Centre Co-ordinator of your written complaint within 10 working days. It is our aim that most complaints under Stage 2 should be resolved within 30 days. You will be informed if there is likely to be any delay in the process.

The Centre Co-ordinator will notify you in writing of the result of your complaint and the reasons for the decision. If your complaint is about the Centre Co-ordinator, you can contact the Board of Directors who will designate another representative to try to resolve the issue.

Stage 3

If the complaint remains unresolved under Stage 2 to your satisfaction, you can write directly to the Board of Directors at Creating Space for You(CIC). Please provide full details of your concern in your letter which will be acknowledged prior to an investigation. Normally you will receive a full response within 10 working days.

What to Expect

Should a complaint be upheld, recommendations may be made to the Centre Co-ordinator and/or relevant members of staff or appointed associates.

Recommendations may also be made in respect of quality assurance procedures or policies. These recommendations will be implemented outside of the usual quality assurance cycle to ensure quality of service delivery is maintained.



If a complaint is not upheld, the complainant will be informed in writing with reasons for its rejection.

Clients and candidates pursuing a complaint under this procedure irrespective of the outcome will not be treated any less favourably by any member of staff, or appointed associates, than if the complaint had not be made.

Policy last reviewed 20/04/2016. Next review due by 20/04/2017