



HORIZON COMMUNITY TRAINING

COMPLIMENTS & COMPLAINTS POLICY & PROCEDURE

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Applicable To	All Members of the Horizon Community
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Purpose

This policy describes how Horizon Community Training (Horizon) will deal with compliments and complaints, how to make a comment or complaint and what can be expected from Horizon in response.

Introduction

This policy applies to Horizon's procedures following the receipt of compliments and complaints concerning the provision of services, Horizon's fundraising activities, the suitability of campaigns and the conduct of employees, volunteers, contractors and third parties working with or representing Horizon.

This policy does not apply to complaints made by Horizon employees, agency workers, volunteers, interns, secondees, contractors, consultants. In such cases, please refer to the relevant Horizon policies e.g. Grievance, Safeguarding Policy & Procedure.

Principles

Horizon values a safe, proactive environment and welcomes any feedback that helps us achieve this.

Horizon defines a compliment as positive feedback that contributes extra features to something else in such a way as to improve or emphasise its quality.

Compliments may be used in newsletters, positive feedback and rewards to staff and learners or used for marketing and press releases.

Horizon defines a complaint as 'an expression of dissatisfaction, however made, concerning an act or omission by Horizon or one of its representatives'.

Where it is unclear whether a comment is indeed a complaint, Horizon will take steps to confirm whether a complaint is being made. Horizon recognises the difference between what is a concern expressed in a comment and what is a complaint. However, taking informal concerns seriously at the earliest possible stage and seeking an informal resolution will reduce the likelihood of the issue developing into a formal complaint.

We strive for excellence in everything that we do, but we acknowledge that sometimes things can go wrong and mistakes happen. Also, that sometimes not everyone will agree with what we do. Therefore, our complaint procedure is non-adversarial and does not provide a role for any other statutory or non-statutory body.

In respect of any complaint Horizon will preserve the confidentiality of personal information as much as is reasonably possible. Horizon will only disclose it to people who are involved in the investigation (the investigation may require the Investigating Officer to speak to witnesses investigating your complaint) and any others to whom we have a legal obligation.

If the communication or comment is anonymous, Horizon may not be able to treat it as a complaint under this policy. If it is deemed by Horizon to be of a serious nature an anonymous complaint may be investigated where they relate to alleged criminal, child, vulnerable adult, protection matters or alleged financial impropriety. This will be at the discretion of Horizon.

Aim of this policy is to: Encourage resolution of problems by informal means wherever possible

- Allow swift handling of a complaint within established time-limits for action
- Keep people informed of progress
- Ensure a full and fair investigation
- Have due regard for the rights and responsibilities of all parties involved
- Respect confidentiality
- Fully address all aspects of a complaint and provide an effective response and appropriate redress, where necessary
- In the interest of continuous improvement, provide relevant information to Horizon

If a prompt informal resolution cannot be achieved then complaints must be submitted in a written/documentated form such as a letter or email. A compliments and complaint form is available on request or to download on our website.

The following issues will be treated as complaints (this is not an exhaustive list or limited to the following):

- Inappropriate/improper/negative behaviour of learners, staff or anyone considered a member of or representing Horizon in any capacity.
- Current or non-current (historic) harm to children or vulnerable individuals by Horizon as an organisation or through its activities (refer also to our Safeguarding Policy & Procedure)
- A substandard level of service, including accusations of professional incompetence/misconduct, teaching, activities or projects
- A lack of consideration towards the environment or local community
- Inappropriate/improper fundraising methods and financial losses/waste
- Criminal activities within or involving Horizon
- Exploitation of Horizon for personal advantage
- Non-compliance with Horizon's policies/procedures
- Non-compliance with relevant laws and regulations

Under certain circumstances Horizon may not be able to respond to a complaint where:

- The complainant has not identified themselves or provided their contact details
- The complaint is not about Horizon
- The expression of the complaint is insufficiently clear
- The complaint has been sent to us and other organisations as part of a bulk mailing or email

Regardless of the above points Horizon will still take any and every complaint seriously and deal with it appropriately, including contacting the complainant where we are able, to discuss the matter further.

Horizon Complaints Procedure

This procedure is designed to be:

- easily accessible and publicised
- simple to understand and use
- impartial
- non-adversarial

What can be expected from Horizon when making a complaint

In dealing with a complaint Horizon will ensure that the complainant is dealt with:

- Fairly
- Courteously

- In a timely manner
- Accurate advice is gained
- Respect for privacy is provided– complaints will be treated as confidentially as possible allowing for the possibility that Horizon may have to consult with other appropriate parties about a complaint
- Reasons for Horizons decisions will be provided

Where a complaint is upheld Horizon will acknowledge this and will inform all relevant parties of the action taken to address the complaint raised. Where it is judged that the complaint is unsubstantiated or there are no grounds for the complaint, all relevant parties will be also advised.

Responsibilities of complainant

In making a complaint we would expect that the below is satisfied:

- Issues are raised in a timely manner
- Our team members are treated with respect and courtesy
- Accurate and concise information is provided in relation to the issues raised
- These procedures are fully utilised and that the complainant engages with them at the appropriate levels

Complaints concerning learners, staff members, activities, any safeguarding concern or the organisation are to be addressed to Chief Executive. If the complaint is regarding the Chief Executive, it is to be addressed to another Director and the investigation will be carried out by a competent member of the Horizon Team.

Informal Resolution

On receipt of a complaint Horizon staff will endeavour to resolve the matter at the earliest opportunity. If a complaint can be resolved informally to the satisfaction of the complainant this will be recorded if deemed necessary. If it is not possible to resolve the matter informally the formal complaints procedure will be instigated. At this stage details of the complaint will need to be placed in writing.

Time Frame

Where a formal complaint has been submitted in accordance with this policy, Horizon will acknowledge the complaint within 10 working days, where reasonably practical, of receipt and explain the process that will be followed.

Following an investigation, we will provide a written full response within 15 working days where reasonably practical. In rare cases, where a full response is not possible within this time frame, Horizon will, within 15 days, advise the complainant of the date by which a full response will be received.

When notifying the complainant of the outcome of the investigation and any follow up action taken, Horizon will confirm to whom an appeal should be submitted if the complainant wishes to contest the outcome.

Meetings Protocol

Complainant

Where a meeting is arranged the complainant may be accompanied by another appropriate person where this will assist the investigation and resolution of the complaint.

Staff

Should it be necessary to meet with staff as part of an investigation into a complaint, they may seek the advice and support from their professional body and may also be accompanied by another person to meetings where it is accepted that this will assist the investigation and resolution of the complaint.

A member of staff who is the subject of a complaint will be provided with full details of any allegations made against him/her before being required to respond to the matters raised. In many occasions this may be best achieved by providing the member of staff with a copy of the letter.

Legal Representation

Legal representation, or representation by a person, or persons acting in a professional capacity, is not permitted within this Procedure.

This Procedure does not take away from the statutory rights of any of the participants.

Appealing a Decision

An appeal must be submitted in writing within 15 working days of the date of the letter notifying the complainant of the outcome. Any appeal must be in writing and satisfy one or more of the following criteria:

- New, relevant information, which had not been previously submitted, becomes available
- There are grounds to prove Horizon has failed to consider certain information provided in connection with the complaint
- There are grounds to demonstrate that the response to the complaint is perverse in that no reasonable person could have reached that conclusion based on the information provided

Horizon will acknowledge receipt of the appeal within 10 working days, wherever reasonably practical.

Wherever reasonably practical the appeal will then be reviewed by someone who has not previously been involved in the investigation into the complaint.

Horizon will provide a final response to the appeal within 15 working days, wherever reasonably practical

Our final response, which will always be in writing, is final. Horizon will then consider the matter closed and there will be no further redress. If the complainant is not satisfied, included in the final response is a list of external agencies that may be able to assist them further

This policy also considers relevant legal requirements, regulations and guidance, including:

- Statutory guidance relevant to Horizon issued by regulators including the Department of Education and awarding bodies
- Relevant and additional policies
 - Health, Safety and Well-being Policy
 - Behaviour Code
 - Safeguarding Policy & Procedure

Submitting Compliments or Complaints

Compliments or complaints concerning the Chief Executive need to be sent to

email: katherine@Horizoncommunitytraining.co.uk

Postal address:

Horizon Community Training
11 Hall Quay
Great Yarmouth NR30 1HP

ALL OTHER compliments and complaints should be addressed as below
Chief Executive

email: mark@Horizoncommunitytraining.co.uk

Postal address:

Horizon Community Training,
11 Hall Quay
Great Yarmouth NR30 1HP

Further Information for Complainant

Taking your complaint further

If the complainant remains dissatisfied with the response they have received, they are entitled to take their concerns to any relevant statutory body, including but not limited to:

Education and Skills Funding Agency (ESFA)

Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

email: complaints.ESFA@education.gov.uk

Department of Education

Ministerial and Public Communications Division
Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

tel: 0370 000 2288

<https://www.education.gov.uk/help/contactus>

Local Authority

Great Yarmouth Borough Council

Town Hall

Hall Plain

Great Yarmouth

Norfolk NR30 2QF

tel: 01493 856100

email: enquiries@great-yarmouth.gov.uk

<https://www.great-yarmouth.gov.uk/>

The Advertising Standards Authority

tel: 020 7492 2222

<https://www.asa.org.uk/contact-us/complaint-enquiries.html>

Complements and Complaints Form

For us to deal with you feedback quickly and efficiently please fill in the form below providing as much detail as possible.

What is the Nature of your feedback		
Complement	Complaint	Something else

Details of incident	To be filled in	Office use
Date, time		
Location		
Group or individuals involved		
Additional detail (attach additional sheet if need be)		

Contact Details of the Person Giving Feedback	
Name, including title	
Address	
Telephone	
Email	