

COMPLAINTS POLICY & PROCEDURE

This complaints procedure is intended to ensure that all complaints are handled fairly, consistently and where possible resolved to the person making the complaint's satisfaction.

Occasionally, students may wish to make a complaint about the services they receive. This document sets out the procedure for making a complaint to Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd.

Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd recognizes that it has a duty to provide fair and objective procedures for examining and resolving complaints, and to ensure that its procedures are free from partiality arising from personal or institutional conflict of interest or other sources of bias. Having raised a complaint will disadvantage no student, but the School expects that students will not make perky, malicious complaints.

AIMS OF THIS POLICY

We aim to ensure that:

- making a complaint is a straightforward and simple process
- we are open to feedback and suggestions at all times
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for responsible and timely action
- we deal with complaints proactively, politely with mutual trust and respect and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review our complaints policy and procedures annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims when this happens are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the person making the complaint and the individual to whom the complaint has been referred

This policy ensures that we are dealing with complaints from customers and other members of the public about our services, facilities, staff and volunteers consistently.

Definitions

A complaint is defined as any expression of dissatisfaction; however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd is responsible for all the services it provides for students, and comments or complaints about these should follow the procedures outlined in this document.

Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd expects that complaints will normally be dealt with informally in the first instance. It should be possible to resolve most problems quite quickly in this way, avoiding stress and saving time. Students with a complaint should seek to bring it to the attention of the School, using the procedure outlined below.

Many complaints can be dealt with quickly and effectively in this manner, without recourse to formal procedure. Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd’s procedures have been developed with this in mind. At the outset a student with a complaint to make will be invited to suggest the remedy they are seeking, without prejudice to the outcome.

Responsibilities

Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd’s responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

As the person making the complaint it is your responsibility to:

- bring their complaint, in writing, to Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd attention normally within 4 weeks of the issue arising;
- raise concerns promptly and directly with a Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd
- explain the problem as clearly and as fully as possible, including any action taken to date and possible outcomes you require;
- allow Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd reasonable control.

Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the person making the complaint and Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the person making the complaint.

Complaints Procedure:

Written records shall be kept by Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally or the complaint warrants formal investigation, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally or the complaint is of sufficient seriousness to warrant a formal investigation the following procedure will be followed.

It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to handle the complaint.

- a. A formal complaint must be confirmed in writing, via email to: Student@carolinestrawson.com providing full name, course they are enrolled in and full details of the complaint.
- b. Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd shall acknowledge the complaint in writing within 5 business days of receiving it.
- c. The complaint will be investigated and any conclusions reached shall be discussed with relevant members of the team.
- d. The Student will receive a response based on the investigation within 14 days of the complaint being received. If this is not possible we will write explaining the reason why and confirm a new timeframe.

Stage 3

- a. If you are not satisfied with the outcome of our investigation then you will have the right to appeal our decision.

- b. In the event of an appeal another member of Caroline Strawson Global Enterprises Ltd and the School of Trauma Informed Positive Psychology Ltd will review the complaint, our investigation and the outcome or in some circumstances we will appoint an independent third party to undertake the appeal on our behalf.
- c. The person considering the appeal may need further information from you and /or us as part of that process.
- d. The appeal will be heard and responded to within four weeks in writing and the decision on appeal will be final.