



LEARNER COMPLAINTS PROCEDURES

INFORMAL COMPLAINTS PROCEDURE

Learners who experience a problem with any service provided by the academy or anything else within the control of the academy can, under the informal procedure, raise the matter in a number of ways.

They can raise the matter directly with the individual who has given cause for complaint. If informal discussion does not resolve the situation satisfactorily the person responsible for the area to which the complaint relates can be approached. If that still does not resolve the issue then learners should consult their education specialist or a divisional director.

If the matter relates to a learner-to-learner complaint a similar course of action can be followed. The matter can be raised directly with the learner who is giving cause for complaint. If informal discussion does not resolve the issue then the matter can be raised with the training and education manager. If this still does not resolve the issue the learner should consult a member of the leadership team.

If the complaint involves a safeguarding issue such as bullying, assault or any other kind of abuse the matter should be reported to the safeguarding lead or welfare lead. Full guidance on safeguarding and related procedures can be found on moodle or on request from the safeguarding or welfare leads.

Complaints regarding accommodation and travel, including emergencies should be directed to the welfare lead who may be contacted by email at hreed@sandbaa.com, by phone on 07718 1118777 or on site.

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FORMAL COMPLAINTS PROCEDURE

Stage One: If the matter cannot be resolved satisfactorily a complaint should be made in writing to the compliance lead who will acknowledge receipt and ensure that the matter is looked into as soon as possible.

An initial response to any complaint can be expected within 7 days of its receipt, and a considered response to the complaint should be received within a further three weeks, with any subsequent remedy implemented with the minimum of delay.

In some cases the informal procedure set out above may have already involved members of S&B staff. In that case the complaint should be put in writing to the Chief Executive who will appoint another member of the leadership team to resolve the issue.

Stage Two: It is hoped that very few complaints would remain unresolved after this stage. However should this be the case, the complainant can request that for non-academic matters the education director refers the matter to the Chief Executive who will arrange for the leadership team to undertake an independent assessment of the case and come to a conclusion on the matter. None of those appointed to do so will have been involved in the matter previously. A full and considered response to the complaint should be completed within six weeks and any subsequent remedy implemented with the minimum of delay.

If a learner is required to attend in person as part of the investigation into a complaint, they are entitled to be accompanied at any stage by a member of the academy: this could be a education specialist, a member of the leadership team or a fellow learner.

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Throughout any formal complaints procedure a written record of the complaint will be recorded and made available on request to anyone involved subject to what is said about confidentiality above. At Stage 1 above the written record will be maintained by the Head of Curriculum; at Stage 2 it will be the responsibility of the members of the leadership team appointed by the Chief Executive to arrange for one of their number to keep a written record.

While all complaints will be treated with discretion and in a professional manner it is not possible to guarantee confidentiality in every case as legal requirements may place an obligation on the Academy to inform other agencies.

S&B contacted at contactus@sandbaa.com

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