Complaints Policy

Introduction

The Young Technicians Academy view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organization) that has made the complaint. Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To ensure our contact details are publicized for ease of anyone wishing to make a complaint
- To make sure everyone at Young Technicians Academy knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Young Technicians Academy

Where Complaints Come From

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in Young Technicians Academy, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the board of directors of Young Technicians Academy.

Complaints Procedure of Young Technicians Academy

Publicised Contact Details for Complaints

Written complaints may be sent to: Young Technicians Academy, 3 Nene Court, Enterprise Way, Enterprise Business Park, Yaxley, Peterborough, PE7 3TJ

By e-mail to: office@youngtechacademy.co.uk.

Verbal complaints may be made by phone to 01733 612039 or in person to any of Young Technicians Academy's staff at the same address as above.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note the relationship of the complainant to Young Technicians Academy.
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Young Technicians Academy General Manager within five business days. On receiving the complaint, the General Manager records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at senior management level. At this stage, the complaint will be passed to the CEO and VCEO. The request for senior management level review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The senior management may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions of the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the senior management decides it is appropriate to seek external assistance with resolution.

Monitoring and learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Review Date	Changes Made	Staff Member	Next Review Due
April 2022	Policy Written	H. Fuller	April 2023
April 2023	No updates	H. Fuller	April 2024
April 2024	No updates	L. Waller	April 2025
April 2025	No updates	L. Waller	April 2026
April 2026	Update to address details	L. Waller	April 2027