



# **Genius Junction**

## **Complaints Policy & Procedure**



## **Policy Context**

This policy and procedures aim to give a clear process for dealing with complaints about the work of GENIUS JUNCTION. We wish to use this process to promote good practice and respond effectively to the issues raised. It is the aim to have few or no complaints, but where they arise to ensure they are resolved promptly and fairly. GENIUS JUNCTION will seek to learn from the complaints raised, making changes to procedures and practices if necessary.

## **Policy**

This policy covers all complaints made by learners (apprentices), employers, parents/carers, and members of the public. The policy does not cover issues relating to individual employment or contractual issues as these are the subject of separate procedures such as the Grievance Policy. GENIUS JUNCTION reserves the right to pursue complaints that are considered vexatious, malicious or where complaints impede investigations by failing to appropriately engage with the complaint handling process.

## **How to make a complaint:**

If you feel that GENIUS JUNCTION has let you down in any way, please let us know. It is important to us that we understand what has gone wrong and how we can put it right. GENIUS JUNCTION aims to resolve all complaints as swiftly as possible. Our hope is that your complaint or dissatisfaction can be resolved directly between the complainant and GENIUS JUNCTION in respect of the issue or person about who the complaint is being made (i.e. through Stage 1 below, conciliation). If this is not possible, through conciliation, or if your complaint is serious or if you remain dissatisfied following the outcome of the Stage 1 process, it will be dealt with under Stage 2 below.

GENIUS JUNCTION will not normally deal with a new complaint if it is more than six months old or in the case of a learner complaint, more than three months after the learner has left.

If you are a learner and need help, support, or advice in making a complaint please contact your Tutor or Assessor. GENIUS JUNCTION will normally seek the consent of the complainant before his or her identity is disclosed. If a complainant asks for their identity to be kept confidential, GENIUS JUNCTION will take all reasonable steps to do so. However, it may be impossible to progress a complaint effectively unless the identity of the complainant is known. If, however, disclosure is needed, GENIUS JUNCTION will normally ask the complainant for this consent but can make a judgement to release this information if appropriate. Criminal, health and legal issues and exemptions under the Data Protection Act.

## **Stage 1: Conciliation (Informal Stage)**

GENIUS JUNCTION will normally aim to resolve your complaint within 14 calendar days of receiving the complaint.

## **How to Make a Complaint:**



You should write your complaint in an email or by letter to your Tutor, Assessor, as soon as possible and normally within a week of the issue emerging. You will receive an acknowledgement that your complaint is being dealt with within 7 calendar days by email. You will also receive a copy of the complaints policy with the email together with an explanation of how GENIUS JUNCTION intends to resolve the complaint. We will discuss your complaint with you and will give you a response in writing to resolve your issue. If you remain dissatisfied with the resolution of your complaint or with the outcome of discussions at this informal stage and feel your complaint has not been resolved, you should contact the Director in writing within 14 calendar days of receiving the outcome of your complaint.

## **Stage 2: Formal Complaint**

### **How to Make a Complaint:**

If you feel that your complaint is serious or remain dissatisfied with a Stage 1 outcome, you may wish to contact the Manager immediately (without following Stage 1 procedures) by telephone, email or in writing. The Manager (or his delegate) will establish if your complaint or dissatisfaction has been considered effectively under Stage 1 and will decide whether it should be dealt with by an investigation conducted by a manager or by conciliation if this stage has been by-passed.

The Manager (or his delegate) will acknowledge your complaint in writing within 7 calendar days of receiving the complaint and enclose a copy of the Complaints Policy with the letter together with an explanation of how the Academy intends to resolve the complaint. In case of a formal investigation the Director will delegate responsibility for investigating a complaint to a manager. The Manager will investigate in accordance with this policy and will give a copy of any written complaint to the member of staff of person against whom the complaint has been made providing consent has been given under the terms of Section 3, paragraph 5. The Manager will normally communicate the results of the investigation in writing to you within 14 calendar days of receiving the complaint. If the investigation is likely to take longer than this, you will be informed in writing as soon as possible. Once the procedures have been exhausted, complaints may be taken to the Education Skills Funding Agency.

Approved by:

Venkateshwar Puli

Director