

Complaints Procedure

STATEMENT

Organise Happy will give careful consideration to all complaints and deal with them fairly, honestly and consistently. We will provide sufficient opportunity for any complaint to be fully discussed and aim to resolve it through open dialogue and mutual understanding. We endeavour to:

- Make the procedure easily accessible and publicised
- Make the procedure simple to use and understand
- Allow for swift handling with established time-limits for action and keeping people informed of the progress
- Ensure a full and fair investigation by an independent person where necessary
- Respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation)
- Address all points of issue, providing an effective response and appropriate redress, where necessary

PURPOSE AND SCOPE

The Centre Services Manager and the Managing Director are responsible for day to day management and operation of the procedure and for bringing the complaint to a resolution.

Informal Stage

It is recognised that concerns may be raised by students, the general public, external agencies and staff. These concerns can hopefully be dealt with immediately by the appropriate member of staff concerned. Organise Happy aims to resolve informal concerns quickly and to reach a satisfactory resolution. To ensure that the Centre is able to deal quickly with any concerns, informal complaints must be raised within one month of the issue's occurrence.

Formal Complaints

STAGE 1 – submitting a formal complaint

If you feel that a concern has not been resolved appropriately through informal discussion with the appropriate staff member or it is of serious concern and you wish to have the matter formally investigated, you can make a formal complaint in writing to the Centre Managing Director:

Contact details

Managing Director
Organise Happy
60 Golf Road
Deal
Kent
CT14 6QB
info@organisehappy.com

Organise Happy will endeavour to assist with any special requests for additional assistance with this procedure as long as they are made aware at the outset. Formal complaints must normally be made within two months of the issue's occurrence to enable the Centre to take appropriate action where required.

The written complaint should be returned, marked confidential, to the Managing Director indicating at which stage you are making the complaint.

It would be helpful if the following information could be included in the complaint to enable us to deal with the complaint as efficiently as possible

- Your Name
- Your Address
- Postcode
- Daytime telephone number
- Evening telephone number
- Email address
- Details of the complaint
- What action if any, you have already taken to try and resolve your complaint (who you spoke to and what their response was)
- What action you feel might resolve the problem at this stage

The Managing Director will contact any parties involved in the complaint and will acknowledge receipt of the complaint in writing within 5 working days after receiving it. You will also be provided with a copy of Organise Happy's Complaints Procedure.

The complaint will be investigated, and a response sent to you within 21 calendar days. If it is not possible to conclude the investigation within this time frame the Centre will keep you advised of progress and a revised date for a resolution.

If the nature of the complaint is of a serious nature and could constitute gross misconduct by a member of staff, the matter will be referred for investigation. Examples may include theft, inappropriate behaviour, bullying /harassment, discrimination, fraud, breach of safeguarding, breach of legislation or centre procedures etc.

In order to ensure that a thorough investigation of a complaint is made, we expect to be able to collect appropriate information from all the parties involved. Where a complaint is made anonymously this is not possible and therefore, no action will normally be taken in the event of an anonymous complaint being raised, although it would be sent to the relevant manager for noting.

A complainant may be invited to discuss the complaint or attend a meeting to establish further details regarding the cause of dissatisfaction or explore the solution being sought. At any meetings held as part of the investigation the complainant will have the right to be accompanied by one person (for example a friend or relative), who also has the right to speak on behalf of the complainant. However, this person is in addition to the complainant, not a substitute. The complainant must also be present, unless there is a good reason why this is not possible.

All information received as a result of a complaint investigation will remain confidential to those involved in the process. However, it should be noted that all parties involved in the complaint have the right to know the full details of the complaint, including its source.

STAGE 2 – Appeals

If the concern /complaint has not been satisfactorily resolved under Stage 1, you have the option to request an appeal. This must be submitted in writing to:

Board of Directors, Organise Happy, 60 Golf Road, Deal, Kent, CT14 6QB

Appeals must be submitted within 14 calendar days of receipt of the outcome letter, clearly stating the grounds on which the appeal is being made. If appropriate, the Board of Directors will appoint a Director who has not been involved in the original complaint to investigate the matter. A response will normally be within 21 calendar days and you will be informed about the actions which will be taken to investigate your complaint. Appeals made in relation to examination or assessment outcomes are to be raised with the Centre Services Manager who will then raise any concerns to the relevant awarding body.

Monitoring and Review

The Board of Directors monitors the Complaints Procedure on an annual basis, in order to ensure that all complaints are handled properly. They review all formal complaints received by Organise Happy, scrutinise how they were resolved and consider the need for any changes to the procedure.