




Canine Groom School Ltd Complaints Procedure

Review Date: June 2023

Next Review Date: June 2024

Approved by: Poppy Maney

 P. Maney

Canine Groom School Ltd Complaints Procedure

Complaints Policy and Procedure

Our aim:

Canine Groom School Ltd is committed to providing a quality service for its customers and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers, learners, staff and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely 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 annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

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

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Foreword

Definition: Canine Groom School defines a complaint as 'any expression of dissatisfaction (with Canine Groom School, with a member of staff, or with the service provided) that relates to Canine Groom School and that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Canine Groom School'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;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Canine Groom School attention normally within 3 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff at Canine Groom School;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond Canine Groom School's control.

Responsibility for Action:

All Staff, and Learners of Canine Groom School.

Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Canine Groom School maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (each complaint is judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Formal Complaints Procedure Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the Business Manager Steven Maney FAO Steve - info@caninegroomschool.co.uk who deals with all complaints on behalf of Canine Groom School, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 5 working days of receipt. You should get a response and an explanation within 15 working days.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to Canine Groom School's Curriculum and Business Development Director Poppy Maney FAO Poppy info@caninegroomschool.co.uk and ask for your complaint and the response to be reviewed. You can expect the Associate Director to acknowledge your request within 5 working days of receipt and a response within 15 working days.

Canine Groom School's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

Should the individual still not be satisfied with the outcome of this policy, they can raise it directly to the Education & Skills Funding Agency (ESFA) via their Complaints Team at complaints.ESFA@education.gov.uk.

