



## Complaints Policy & Procedures

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### Complaints Statement

Nova New Opportunities aims to provide a training and advice service of a standard acceptable to all our users. If we fail to do this, we want to know about it. This will enable us not only to deal with the specific problem, but also to avoid it happening again. Our complaints procedure sets out how to take up matters you think are unsatisfactory about the service you have received from us.

This policy sets out the procedures we will follow when we receive a complaint from users of the service, an organisation or member of the public. It does not address complaints made by staff or volunteers (dealt with through grievance and disciplinary procedures – see Nova 's Grievance Procedure in the Human Resources Folder in the Policies file on Sharepoint). Examination result queries will be dealt with through academic procedures of the relevant exam bodies.

### The Procedure

When someone wishes to register a complaint, the following procedure should be adopted. Where the complaint is against the Line Manager, the same procedure will be followed, but with the Director substituting for the Line Manager's role and the Chair of Nova trustees substituting for the Director's role.

#### ***Stage 1 Verbal***

The complainant should be invited to speak to the Line Manager to discuss the complaint with them. This can be done by phone. The Line Manager should keep a record of the conversation in the files. The Line Manager will endeavour to resolve the matter.

#### ***Time Limit***

This should be done within 5 working days. If the complainant remains dissatisfied, refer to Stage 2.

#### ***Stage 2 written***

The complainant should be asked to put their complaint in writing to the Line Manager, marked Private & Confidential, providing as much detail of the complaint as possible. The Line Manager will then investigate the complaint and attempt to resolve it or may delegate any aspect of the investigation to a nominee.

If the complaint involves a member(s) of staff, there should be an opportunity for the member of staff to put forward their account, either by written statement or by presentation to the Line Manager.



### ***Time Limit***

All complainants should receive a response in writing within 10 working days of the letter/complaint notes being received. This letter will summarise what investigations have been carried out and what action, if any, is proposed to resolve the matter. A copy of this letter should be attached to the complaint form.

### ***Stage 3***

Where the matter is not resolved by stage 2, the Line Manager should immediately refer the complaint to the Director, sending copies of all written correspondence to the Director. The Director will inform the complainant immediately that this is being done and that the Director will also be contacting the staff member(s) against whom the complaint is made.

### **Recording and Monitoring Complaints**

All complaints will be recorded and kept on file, including those which were resolved without being put in writing. All complaints shall be treated with regard to Confidentiality Policy and Data Protection.

### **Ensuring the Effectiveness of the Procedure**

All Trustees will receive a copy of the complaint's procedure.

The procedure will be reviewed bi-annually, and amendments should be proposed and agreed by the Management Committee.

Updated March 2021

**Last review date: March 2023**

**Next review date: March 2025**