

Policy number	7.3
Policy name:	Customer Complaint Policy and Procedure
Version Number:	2
Developed by:	Chrissy Moog
Policy status:	Approved
Date Approved:	29 th May 2020
Next Review due by:	29 th May 2021
Applicable to:	Customers, Students
Related Policies/Procedures:	Grievance Policy, Learner Complaints Procedure, Consumer Protection Policy, Learner Appeals Procedure
Equality and Diversity	Equality Impact assessment was undertaken for this policy.

REVISION HISTORY

Version	Date	Revision description/Summary of changes	Author
2	29/05/20	Edited summary table and added EIA	Chrissy Moog

1. Purpose

To ensure matters of concern about the Organisation are brought to the attention of the organisation managers and to enable the efficient investigation of these concerns.

To ensure handling of all customer complaints is consistent through providing an open and transparent process.

To ensure the resolution of customer complaints with a fairness and equity and within an agreed reasonable timescale.

To acknowledge that some complaints may be resolved informally, whilst others will require thorough investigation which may also involve other teams / appropriate staff members.

To ensure that complaints are investigated fairly and consistently.

To support the organisation's ambition to achieve continuous customer service improvements as part of our Quality Improvement Strategies.

2. Scope

This policy applies to all aspects of the Organisation's practice, including all forms of teaching, learning and assessment.

This policy is open to all students within the Organisation, employers, sub-contracted providers, other stakeholders and members of the public.

In addition to collecting feedback through utilising this policy, feedback will also be collated from the student cohort via online forums, meetings / focus groups and structured feedback opportunities built into all learning programmes.

3. Responsibilities

Complaints are categorised by the following response levels:

- Level 1 – initial formal response from the Quality Manager
- Level 2 – investigation by appropriate staff required
- Level 3 – a serious complaint fully investigated by the CEO.

Final responsibility or processing all formal complaints rests with the CEO.

The Studio Manager is responsible for ensuring that all complaints are responded to within the agreed timescales and also in accordance with Complaint Procedures.

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The Studio Manager will monitor and review adherence to timescales when resolving complaints.

Analysis of complaints will be included in the ISO 9001 quality system record.

The Quality and Media Services Manager will review complaints received through social media and if necessary, refer these complaints to the Quality Manager.

4. Monitoring, Review and Dissemination

This policy will be reviewed annually as part of the ISO 9001 quality system policies review.

The monitoring process will also consider changes necessary to support changes in legislation.

Adherence to this policy will be monitored through the Organisation's reporting systems.

This policy will be disseminated to students and staff as part of the induction process.

Access to the policy is via the organisation's website at:

<https://www.higherrhythm.co.uk/public-policies/>

Complaints through social media will be monitored weekly basis by the Studio Manager, Quality Media Services Manager and Administrator.

5. Policy

All complaints will be processed under this policy and in accordance with the Learner Complaints Procedure.

All complaints will be handled sensitively and with the due level of confidentiality for all involved.

Any person named in a complaint will be informed of the content of the feedback at an appropriate point and if required will have the right to reply as part of the investigation.

Detailed information contained within the complaint will be made available only to those involved in its resolution.

Any person who makes a complaint, will not be treated less favourably by anyone at the Organisation and if evidence to the contrary is found, students or staff may be subject to disciplinary proceedings.

It is expected that, except in exceptional and fully documented circumstances, anyone who wishes to make a complaint will do this within one calendar month of the incident which is the cause for the complaint.

Where there is no clear evidence to support the complaint the Quality Manager may contact the complainant in the first instance for additional information in order to support an investigation.

All complaints will be investigated thoroughly and fairly, and information will be used to improve the organisation's services.

If the complaints are of a criminal nature, the matter will be immediately referred to the board, who may, inform the police.

The CEO will be kept informed of all complaints received concerning student welfare.

Complaints relating to Safeguarding will be passed immediately to the Designated Safeguarding Officer for investigation.

The Organisation reserves the right to divulge details of actions taken to resolve complaints.

6. How to make a complaint

If you are not happy about a service it is usually best to let the staff member who is providing the service know directly, either by telephone, letter, email, or in person. This may be the studio engineer or your tutor, for example. If you don't know whom to contact or if the complaint is about that key staff member and you feel uncomfortable raising this issue with them directly, you can write directly to:

Studio Manager
Higher Rhythm Ltd
53 – 57 Nether Hall Road
Doncaster
DN1 2PG

If you prefer, you can also use Social Media to raise an issue, but we encourage you to use the private messaging function rather than publicly viewable comments to ensure that we see the message.

We will log your complaint and make sure that it is assigned to the most appropriate person. You will be sent a response in the same medium you submitted your complaint in, or if submitted verbally, by letter or email, confirming that the complaint has been received and telling you the name of the person dealing with your complaint.

7. If you are not satisfied with the outcome

If you are not satisfied with an outcome of a complaint, let us know again, and the matter will immediately escalate to the CEO who may also work alongside Governing Board to investigate the complaint.

Appendix 1 – Equality Impact Assessment

Name of Proposal (policy/strategy/function/service being assessed)	Customer Complaint Policy and Procedure
Those involved in assessment:	CEO, Quality and Media Services Manager
Is this a new proposal?	No
Date of Initial Screening	May 29, 2020

What are the aims, objectives?	To outline the process for Customer Complaints
Who will benefit?	Staff, Students, Customers
Who are the main stakeholders?	Staff, Governing Board
What are the desired outcomes?	For clients to be aware about our complaints procedure
What factors could detract from the desired outcomes?	Non-awareness of this current policy.
What factors could continue to the desired outcomes?	Updated legislation
Who is responsible?	Quality and Media Services Manager
Have you consulted on the proposal? If so, with whom? If not, why not?	Yes, Governing Board.

Which protected characteristics could be affected and be disadvantaged by this proposal (please tick)	Yes	No
Age	<u>Consider:</u> Elderly, or young people	✓
Disability	<u>Consider:</u> Physical, visual aural impairment, Mental or learning difficulties	✓
Gender Reassignment	<u>Consider:</u> Transsexual people who propose to, are doing or have undergone a process of having their sex reassigned	✓
Marriage and Civil Partnership	<u>Consider:</u> Impact relevant to employment and/or training	✓
Pregnancy and maternity	<u>Consider:</u> Pregnancy related matter/illness or maternity leave related matter	✓
Race	<u>Consider:</u> Language and cultural factors, include Gypsy and Travellers group	✓
Religion and Belief	<u>Consider:</u> Practices of worship, religious or cultural observance, include non-belief	✓
Sex/Gender	<u>Consider:</u> Male and Female	✓
Sexual Orientation	<u>Consider:</u> Know or perceived orientation	✓

What information and evidence do you have about the groups that you have selected above?

NA

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Consider: Demographic data, performance information, recommendations of internal and external inspections and audits, complaints information, ethnicity data, audits, service user data, etc.

How might your proposal impact on the groups identified? For example, you may wish to consider what impact it may have on our stated goals: Improving Access, Reducing Social Inequalities, Developing Confidence, Developing skills, Supporting Vulnerable People

Examples of impact re given below:

- a) Planning a trip with the students to a location, which may have impact on people with limited mobility.
- b) Planning to extend access to studio without considering how the services may be accessed by people with limited mode of transportation.
- c) Redesign of a services that is used by people who may not have English as a first language, and may be excluded from normal communication routes.

Please list the positive and negative impacts you have identified in the summary table on the following page.

Summary	
Positive impacts (note the groups affected)	Negative impacts (note the groups affected)
N/A	N/A

Summarise the negative impacts for each group:

N/A

What consultation has taken place or is planned with each of the identified groups?

N/A

What was the outcome of the consultation undertaken?

N/A

What changes or actions do you propose to make or take as a result of research and/or consultation?

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Briefly describe the actions then please insert actions to be taken.

N/A

Will the planned changes to the proposal:

Please state Yes or No

Lower the negative impact?	N/A
Ensure that the negative impact is legal under anti-discriminatory law?	N/A
Provide an opportunity to promote equality, equal opportunity and improve relations i.e. a positive impact?	N/A

Taking into account the views of the groups consulted and the available evidence, please clearly state the risks associate with the proposal, weighed against the benefits.

N/A

What monitoring/evaluation/review systems have been put in place?

This policy, along with other policies, will be reviewed annually.

When will it be reviewed?

May 29, 2021

Date Review completed:	May 29, 2020
Signature:	Steven Mundin
Approved by:	Gwyn Ap Harri
Date Approved:	May 29, 2020