



# Complaints Policy and Procedure

**Policy Ref: ARK9v3**

Produced by the Head of Centre and Deputy Head of Centre.

This policy will not discriminate either directly or indirectly against any individual on grounds of sex, race, ethnicity or national origin, gender, sexual orientation, marital status, religion or belief, age, disability, socioeconomic status, offending background or any other personal characteristic

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<b>Date:</b>	August 2024	<b>Date:</b>	August 2024

## Record of Changes:

Version	Issue Date	Changes	Initials
V1	Feb 2022	Initial issue	SS
V2	July 2022	Annual review	SS
V3	August 2024	Annual review – no changes	SS

## Date of Next Review:

August 2025

## 1. Definitions

Throughout this policy document **The Ark Wigan Ltd** is referred to as 'The Ark'.

## 2. Introduction

The Complaints Policy and Procedure is to support students, potential students, staff (in relation to supporting students), employers, stakeholders, and the public to bring matters of dissatisfaction or concern to the attention of the management.

## 3. Policy Statement

The procedures outline how to make a complaint and the timescales in which a response and outcome is expected.

This policy will be applied consistently to students, parents/carers, employers, visitors, or members of the community regardless of their age, disability, gender identity, race, religion or belief, sex, sexual orientation, pregnancy and maternity, status and marriage or civil partnership status in respect of unlawful discrimination.

The Ark will respond to any complaint fairly and promptly:

- An acknowledgement response will be provided within 2 working days of receipt of the complaint.
- A further, more detailed response will be made within 10 working days.
- A meeting will be offered between the parties involved if appropriate.
- An appeal may be made to the Managing Director if the complainant is not satisfied with the outcome.
- Information on how to take the complaint further will be provided if requested.

The policy does not replace The Ark's policy and procedures for academic appeals or disciplinary action; these procedures should be applied where appropriate.

## 4. Key Documents and Duties

### Informal Complaints

Wherever possible, attempt to resolve the issue by talking to the person immediately concerned. If you are a student and cannot or do not want to talk to the person directly concerned:

- Talk to another tutor, member of staff or student who could then accompany you to a meeting with the person
- If the issue cannot easily be resolved the complaint should be directed to the Managing Director.

- Verbal complaints to Reception will be directed to the Managing Director or the duty manager
- If the complaint is resolved at this stage it must be recorded in the informal complaints log and retained for two years.
- Where the complaint is not satisfactorily resolved at this level, all documentation, and notes
- **Formal Complaints**

If you are unable to resolve the issue informally, you can make a formal complaint.

- You can complete a complaint form, which is available either from reception, or by email [info@thearkwigan.com](mailto:info@thearkwigan.com) or by ringing us on 078282820.
- You will receive an acknowledgement within 2 working days and your complaint will be passed on to the relevant investigating officer.
- Your acknowledgement will have the name of the investigating officer. You will receive a written response to your complaint no later than 10 working days.

You will, in most cases, be able to withdraw your complaint at any point. However, if your complaint is serious, the investigating officer may have to follow it through.

On completion of an investigation the investigating officer will:

- Propose an amicable resolution either in writing or through a meeting
- Uphold or partially uphold the complaint, offer an apology and take appropriate steps to address the issue
- Dismiss the complaint as unfounded, providing reasons.

## **Appeal Procedure**

If you are not satisfied with the response to your complaint, you can appeal. You can get an appeal form from reception, or by emailing [info@thearkwigan.com](mailto:info@thearkwigan.com) or by ringing reception on 078282820.

You can expect a response within 10 working days.

## **5. Recording and Monitoring Complaints**

All formal complaints will be recorded and a regular review undertaken by the Managing Director to establish potential patterns and to review for any element of potential or actual discrimination.

## **6. Responsibilities**

The Ark Staff will have a responsibility for receiving complaints and treating them promptly and courteously in accordance with the procedure above. Staff are expected to help support a complainant where necessary, including if the complainant needs help completing the complaints form.

All managers have a responsibility for resolving complaints and leading or contributing to an investigation where deemed appropriate. The Managing Director is responsible for resolving complaints that have reached the appeals stage.

## **7. Procedures**

Please see below the complaint form (appendix 1) and complaint appeal form (appendix 2).

## **8. Links with other Ark policies**

ARK7v2 Compliments, Comments and Complaints Policy

**Appendix 1 – Complaint Form**

Is this a Complaint?  Comment?  Concern?

Name: \_\_\_\_\_

Date: \_\_\_\_\_

If you are not a student, please state your connection with The Music Projects? (eg parent, carer, employer)

How would you like us to contact you? Phone  Mobile  Email  Letter

Please provide contact details: \_\_\_\_\_

Please use the space below to give details of your complaint/comment/concern:

Signature: .....  
Date: .....

**Appendix 2 – Complaint Appeal Form**

I wish to appeal against the decision of..... (manager concerned) ,  
dated .....

I enclose a copy of my original complaint documentation

I wish to appeal based on the following reasons:

Name: .....

Contact number or email: .....

Signature: .....

Date: .....