

HfL Complaints Policy

1. Summary

Herts for Learning (HfL) is committed to providing a high quality service and working in an open and accountable way. This policy outlines our approach to responding positively to complaints about our service.

2. Key points

We value and encourage honest and constructive feedback from our stakeholders and customers, systematically acting upon that to constantly improve our service. To ensure this happens we will:

- deal with any complaints promptly, politely and, when appropriate, confidentially
- communicate clearly by way of an explanation, and where appropriate with an apology, when we have got things wrong. We will also provide information where relevant on any action we have taken to make improvements
- learn from complaints and use them to improve our service
- keep our complaints policy and procedure under review

3. Introduction

This policy sets out our key principles and accountabilities in relation to receiving and responding to a complaint from service users, members of the public and partner organisations.

In the event of a complaint about our service being directed to Hertfordshire County Council (HCC), the complaint will be acknowledged with a response to the effect that the matter has been passed to us for a response. Our timescale for responding (see below) will start from the date we receive the complaint.

4. Scope

This policy applies to anyone accessing HfL services and sets out the procedure to manage and respond to a complaint. This policy does not cover action taken by HfL on behalf of schools or Hertfordshire County Council to address complaints made about schools or their staff.

5. Policy

A complaint is defined as any expression of dissatisfaction about a service or an employee. Complaints require a formal written response and therefore, differ from feedback or constructive comments that are often resolved informally. Where there is ambiguity, HfL staff are trained to check whether the person giving the feedback wants to make a formal complaint.

We recognise that there may be occasions when a customer is dissatisfied with the service they have received from us. In these circumstances the person or organisation concerned will be made aware of our Complaints Policy.

We place great emphasis on resolving and responding to any complaint quickly and courteously. Therefore, when a complaint has been made, the complainant can expect the issue to be fully investigated and to be informed of the outcome.

In some cases an individual may wish to complain on behalf of someone else. In these circumstances, we will need the person's agreement that the third party is authorised to act on their behalf.

Please note we do not respond to or investigate anonymous complaints except in extreme circumstances where the safety of a child or vulnerable adult may be compromised.

All personal information or records relating to complaints will be treated in confidence and in accordance with the requirements of the Data Protection Act. Information will only be disclosed to those who need to know, so they can investigate the complaint.

A copy of this policy will be made available on our website and where applicable, referenced to elsewhere.

Making a complaint will not compromise the provision of any future services or support.

The Managing Director will periodically report on complaints and how they were dealt with to the Board of Directors.

6. Procedure for submitting a complaint

Any individual or organisation wishing to make a complaint about our work or an individual member of our staff can do so by letter, telephone, email or in person.

When making a complaint it is important to set out the details and to be specific about the desired outcome and the remedial action required. Therefore, complainants making contact by letter or email may be required to complete our standard complaint form if any clarity is required. If contact is made by telephone or in person our employee receiving the complaint will record this on our standard complaints form.

Procedure for response

A response to the complaint will normally be made within 10 working days of its receipt. If this is not possible, the complainant will be advised what action is being taken to resolve the complaint and how long it will take to provide a response. This should normally take no longer than 28 working days.

The complaint will be investigated and as part of this process the complainant will be contacted to discuss the issue in person or by phone. As part of the investigation, we may also contact anyone else who has relevant information.

7. Appeals

If an individual is not satisfied with the outcome they have a right to appeal to the Managing Director. The Managing Director will review the response provided and may conduct further enquiries in order to provide a final written response within 21 working days of receipt of the appeal.

Contact details

Herts for Learning Ltd
Robertson House
Six Hills Way
Stevenage
SG1 2FQ

Telephone (+44) 01438 845111

Complete the Complaints form on the HfL website at:

www.hertsforlearning.co.uk/contact-us

Send an email to:

info@hertsforlearning.co.uk