

HEE Project Choice Complaints Procedure

Introduction

A complaint is when you tell us you are not happy and have a concern with the course or teaching provided.

You might not agree with actions taken by HEE or any member of staff when on programme that affects the quality of your learning opportunities.

A compliment is when you or anyone would like to tell us about something that has gone very well for you.

A comment is when you tell us about something good or bad that has happened, but do not want us to do anything about it. (Please remember some things we have to act on. This would include safeguarding, data protection, or anything that may harm or put someone at risk.)

The aims of this policy:

If you wish to make a complaint there are different ways to do this.

A: INFORMAL APPROACH to resolving complaints this includes;

1. Talking through the issue or problem with the appropriate member of staff to find a way to resolve the problem, this should happen within 10 working days of you feeling concerned. And telling us about the issue or problem.
2. Appropriate members of staff: to raise a concern or issue with
 1. Project Choice Programme Area Manager
 2. Project Choice Coordinator
 3. Work placed Job coach
 4. Mentor

They can be contacted through email or text or phone or you can speak to them in person.

B: FORMAL APPROACH

1. If the informal approach does not resolve the problem you may make a formal complaint, which should be in writing and addressed to the Regional Programme Lead you can do this any way which is comfortable for you. If

you need help to write this letter or you would like to meet with us to help you please contact: Linda.selby@hee.nhs.uk

2. If you need help to put your complaint together please let any of our team know and they will help you.
3. A formal complaint must be made within 1 to 3 weeks from the event happening.
4. The regional lead will ask another member of staff from a different area to look at your complaint.

It may be;

- Project Choice Programme Lead
- Project Choice Facilitator

On receipt of a formal, written complaint:

Within 2 days:

The Regional Programme Lead will tell you we have received your complaint. We will then send it on to the investigating manager

Within 10 days: The investigating manager will have completed the investigation and send you a response. If we cannot do this in 10 days we will tell you why, this might be if someone we need to talk to is off sick or on holiday. We will tell you how long we think it will take.

If you have any information you would like to be included in your complaint, please send it to the programme lead. Please tell us if you need this information returned.

C: APPEALS (if you are not comfortable with what we found)

1. If the response to your complaint does not help you, or you still have concerns you could;
 2. Ask for a meeting with the Project Choice Regional Programme lead
 3. Ask for a meeting with the HEE lead
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