

# Choices College – Complaints Procedure

## Document Control:

Document Control Information	Details
Policy Name	Complaints Procedure
Policy Number	CCNHSE007
Version	3.0
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Author / Lead	Linda Selby
Date Approved by Board/Effective Date	29/10/2018
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Target Audience	<ul style="list-style-type: none"> <li>Choices College Staff (including temporary/bank/agency staff, volunteers/individuals on work experience)</li> <li>Contractors engaged by the NHSE and Choices College</li> <li>Partnership organisations who are involved with internship agreements with Choices College aims and goals</li> </ul>
Stakeholders engaged in development of Policy (internal and external)	N/A
Impact Assessments Undertaken	N/A

## Version History:

Version	Date	Author (Name and Title)	Summary of amendments made
1.0	29/10/2018	Linda Selby	New Policy
2.0	10/11/2020	Linda Selby	Reviewed – no amendments
3.0	13/10/2023	James Barrick	New NHSE Template
3.0	May 2024	Paula Martin-King	New format approved
0.6			
1.0			

## 1. Introduction

- 1.1. A complaint is when you tell us you are not happy and have a concern with the course or teaching provided.
- 1.2. You might not agree with actions taken by Choices College or any member of staff that affect the quality of your learning opportunities.
- 1.3. A compliment is when you or anyone would like to tell us about something that has gone very well for you.

- 1.4. 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 must act on. This would include safeguarding, data protection, or anything that may harm or put someone at risk.)

## 2. Purpose

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

### 2.2. **A: Informal Approach**

- 2.3. Taking the informal approach to resolving complaints includes:

- 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 feeling concerned and telling us about the issue or problem.

Appropriate member of staff to raise a concern or issue with:

- Choices College Area Manager
- Choices College Coordinator
- Workplace Job Coach
- Mentor

- 2.4. They can be contacted through email, text, or telephone or you can speak to them in person.

### 2.5. **B: Formal Approach**

- 2.6. If the informal approach does not resolve the problem, you may make a formal complaint, which should be in writing and addressed to the Choices College Regional 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@nhs.net](mailto:linda.selby@nhs.net)

- 2.7. If you need help to put your complaint together, please let any of our team know and they will help you.

- 2.8. A formal complaint must be made within 1 week after the event happening.

- 2.9. The Regional Lead will ask another member of staff from a different area to look at your complaint.

## 3. Procedure Details

### 3.1. **On Receipt of a formal, written complaint:**

- 3.1.1. Within 2 days:

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

3.1.3. Within 10 days:

3.1.4. The investigating manager will have completed the investigation and sent 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 Regional Lead. Please tell us if you need this information returned.

## **4. Appeals**

4.1. If you are not comfortable with what we found. If the response to your complaint does not help you, or you still have concerns you could:

4.1.1. Ask for a meeting with the Choices College Regional Lead

4.1.2. Ask for a meeting with the Choices College National Lead

## **5. Review**

5.1. This procedure will be reviewed no less frequently than every two years. An earlier review will be carried out in the event of any relevant changes in legislation, national or local policy/guidance, organisational change or other circumstances which mean the procedure needs to be reviewed.

If only minor changes are required, the author has authority to make these changes. If more significant or substantial changes are required, the policy will need to be reviewed before final approval.

## **6. Executive Summary**

Since April 2023, Choices College has been part of NHS England and as such, this policy should be read in conjunction with the relevant and associated NHS England policy/policies