

Complaints Policy and Associated Procedure

Introduction

This procedure covers all complaints about learning provision as provided by Zing Performance Limited.

As such is applicable to learners undertaking one or more of modules of learning required to be repaganized as an approved provider by Zing Performance and end-users following the core Zing Performance programs access via the APP.

Policy Statement

This policy is based on, and aligns with the [Department of Education model complaints policy](#).

Principles

- A complaint may be defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’
- It is in everyone’s interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages as set out in this Policy.
- Zing Performance Limited take concerns/complaints seriously and will make every effort to resolve the matter as quickly as possible.
- If you have difficulty discussing a concern with a particular member of staff, we shall **respect** your views. In such cases, we will refer you to another staff member. The member of staff may be more senior but does not have to be, the ability to consider the concern objectively and impartially is more important.
- We understand however, that there are occasions when people would like to raise their concerns formally. In this case, the academy will attempt to resolve the issue internally, through the stages outlined as per the complaints procedure set out below.

1.0 Procedure

A complaint can be made in person, by email or by telephone (see contact details on Website T&Cs). They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so. Should your be about a named individual rather than say process then please mark this as Private and Confidential and this shall be forwarded to a member of the senior leadership team to action.

Please ensure that you provide full detail of the nature of your complaint together with information such as your name, day/ time of incident/issue and what training program you are undertaking.

1.2 Anonymous Complaints

We will not normally investigate anonymous complaints. However, reserve the right to the determine whether the complaint warrants an investigation

1.3 Timescales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

1.4 Resolving Complaints

At each stage in the procedure, the desire is to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation;
- an admission that the situation could have been handled differently or better;
- an assurance that we will try to ensure the event complained of will not recur;
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review policies/process in light of the complaint;
- an apology.

1.5 Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing

1.6 Stage 1 – Informal Complaints

It is to be hoped that most concerns can be expressed and resolved on an informal basis with the complaint being investigated accordingly. The complainant shall receive an informal written response within 5 working days of the date of receipt of the complaint.

if the issue remains unresolved, the next step (Stage 2) is to make a formal complaint.

1.7 Stage 2 – Formal Complaints

Formal complaints must be made to the CEO This may be done in person or in writing.

The CEO will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 working days.

Within this response, the CEO will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The CEO can consider whether a face-to-face meeting is the most appropriate way of doing this.

Note: The CEO may delegate the investigation to another member of the senior leadership team but not the decision to be taken.

During the investigation, the CEO or nominated investigator will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of the investigation, the CEO will provide a formal written response within 10 working days of the date of receipt of the complaint.

if the issue remains unresolved, the next step (Stage 3) is Panel Hearing

1.8 Stage 3 – Panel Hearing

If the complainant is dissatisfied with the outcome at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3 – a panel hearing consisting of at least three people who were not directly involved in the matters detailed in the complaint with one panel member who is independent of the management and running of the school. This is the final stage of the complaint's procedure.

A request to escalate to Stage 3 must be made in writing to the MD of Zing Performance Limited, within 10 working days of receipt of the Stage 2 response.

The complainant will be invited to a Panel Hearing involving 3 members independent of the investigation to date, with at least one member being independent of Zing Performance Limited.

Following stage 3, the Chair of the independent panel will write to with the outcome of the hearing panels deliberations within 5 working days of the hearing date.

This is the final stage of Zing Performance Complaints Procedure.