



Complaints and Compliments Policy and Procedure

Policy Name	Complaints and Compliments Policy and Procedure
Company Directors	Kevin Glendon and Darren Royle
Quality Director	Joel Roberts
Regional Managers	Sam Shaw and Dean Hughes
Approved by	Joel Roberts
Date of last review	July 2018
Date of next review	July 2020

This document can be requested in other formats including audio, Braille and other languages. The same applies to all material which is referenced within in it.

- 1. Purpose**
- 2. Scope**
- 3. Responsibility**
- 4. Procedure**
- 5. Monitoring**

Appendix A – Complaints Form

The NPL Football Academy is committed to providing everyone involved in the programme the best experience possible. If, at any time, you are unhappy with something within the programme and feel the issue needs to be reported and resolved, the procedure listed herein will be the one which you should use, to ensure all concerns are raised and resolved fairly and efficiently.

1. Purpose

The purpose of this policy is to ensure fairness and equality for all parties involved in the handling of complaints and to enable a balanced and objective approach to be taken so that a satisfactory conclusion can be reached.

2. Scope

The NPL Football Academy defines a complaint as an expression of dissatisfaction which merits a response.

These guidelines relate to:

Courses, services or facilities provided by the NPL Football Academy or an action or lack of action taken by the NPL Football Academy and its staff

The guidelines do not cover:

Disciplinary issues. Matters governed by other separate procedures such as harassment, appeals against exclusion or academic appeals

3. Responsibility

Overall responsibility for this policy lies with the Company Directors supported by the Regional Managers

4. Procedure

Responding to Complaints

Every reasonable effort will be made to deal promptly and efficiently with all complaints, to investigate them thoroughly and objectively and to seek to resolve them satisfactorily. Whilst every complaint is taken seriously and investigated fully, every effort is also made to

ensure that staff of the NPL Football Academy understand that they have equal rights in the process and that they are treated with fairness and objectivity.

Complaints will be dealt with positively, constructively and as far as possible confidentially. If a complaint is upheld the NPL Football Academy will seek to provide a reasonable and appropriate response and will correct any mistakes or misunderstandings and will take any other action as appropriate. Where a complaint is upheld against an individual or group this will be dealt with confidentially. Action will be through internal processes and procedures and specific details not reported to the complainant.

Although complaints will be dealt with in confidence this is with the provision that an individual against whom a complaint is made has the right to be supplied with a copy of the complaint made against them.

Complaints against members of staff of the NPL Football Academy are always classified as formal complaints. The Company Directors and Regional Managers must therefore be notified of the complaint. Complaints against the Company Directors will be investigated by the Quality Director.

The NPL Football Academy will treat all complaints seriously and without discrimination. However, where an investigation concludes there is reasonable grounds to believe that the complaint is frivolous, vexatious or motivated by malice, appropriate action will be taken against the complainant. The NPL Football Academy reserves the right not to investigate where ongoing complaints are made and grounds for complaint have previously not been found.

The time limits set out in these guidelines will normally be followed. However, where for good reason this is not possible, the complainant will be kept notified of progress.

The effectiveness of any complaints procedure depends on the NPL Football Academy being able to collect appropriate information from parties involved to investigate the matter properly. For this reason, anonymous complaints will not be dealt with under these guidelines.

These guidelines comprise of several stages. Most complaints can be resolved informally by individuals pursuing matters directly with relevant staff. Only where these informal routes have been pursued and the complainant remains dissatisfied, should the formal complaint be invoked.

All complaints should be raised within one month of the instance which led to the complaint.

Informal Complaints Procedure

Most complaints can be resolved informally and where practical a complaint should be dealt with as close as possible to the point at which it arises.

This relates to informal complaints, such as those received verbally and/or those relating to what the complainant views as relatively minor incidents.

This also relates to complaints made by student representatives in student feedback or course team meetings. Although all these complaints are classified as “informal complaints” for the purposes of these guidelines, they are all taken seriously and should be investigated thoroughly by the appropriate member of staff.

The member of staff who receives an informal complaint will investigate the matter and give a verbal response to the complainant/s within 10 working days of the complaint being registered.

If the complainant remains dissatisfied, then a formal complaint in writing should be made.

Formal Complaints

All formal complaints should be made to a Regional Manager. Where formal complaints are received by the Company Directors or other staff at the NPL Football Academy these should be forwarded to a Regional Manager for logging in the first instance.

Formal complaints can be received by letter, email, telephone, or in person by the complainant. Where complaints are received over the telephone or verbally the Regional Manager will ensure information is recorded detailing:

- The nature of the complaint
- The informal steps already taken with full details of the response received
- A statement setting out why the complainant remains dissatisfied

Under normal operating circumstances receipt of the complaint will be acknowledged within 5 working days of its receipt. Responses to complaints will be acknowledged using the following methods:

- Letter – A letter will be written to the complainant if they have communicated their complaint in the form of a letter
- Email – An email will be written to the complainant if they have communicated their complaint in an email
- Verbal – Verbal acknowledgements will be made where the complainant has complained via telephone or face to face

The complainant will be informed:

- Who has been/will be appointed as the investigating officer
- The maximum length of time the investigation can take
- Who to contact with any queries during the investigation

It will be the responsibility of a Regional Manager to respond to written complaints. Complaints taken by telephone or face-to-face will be acknowledged at the time by the team members taking the details.

A Regional Manager will co-ordinate and act as administrator for the duration of the complaint investigation.

Formal complaints once acknowledged will be allocated to an Investigating Officer appointed to conduct a full and thorough investigation.

Where appropriate the Investigating Officer may require a detailed discussion with the complainant to agree the terms of reference for the investigation, confirm key points of concern or to obtain further of the complaint.

The Investigating Officer may wish to convene a hearing involving the complainant and any other persons involved in the matter, so they can submit their respective cases. A representative nominated by the Quality Director will also be invited where a complaint about a member of staff is being investigated.

All parties involved including students and staff can be accompanied by a person of their choice to offer support, assistance or advice and any meetings during the investigation. The person can be a friend, recognised trade union member or member of staff but should not constitute legal representation.

After completing the investigation, the Investigating Officer will make a decision. The decision will be communicated in writing to the complainant and all other relevant parties, normally within 15 working days of the acknowledgement of the complaint. Where the investigation is likely to take longer all parties will be informed and kept up to date at regular intervals subject to a maximum total investigation period of 30 working days.

Complaint Review

The stages of the guidelines set out above have been established to allow a fair and thorough investigation of a complaint and to ensure that it is dealt with objectively. If the complainant, or any party involved in the investigation, believes that a complaint has not been dealt with properly or fairly, they may submit a letter of appeal to a Company Director within 5 days of receipt of the decision.

A Company Director will consider the circumstances of the case based on the documentary evidence and such advice felt necessary, to determine whether there is prima facie evidence to support the complainant's appeal that the case was not handled properly or fairly.

In exceptional circumstances, where appropriate and should sufficient evidence exist for further investigation, a Company Director may lead a further enquiry.

The Company Director's decision will then be final based on the evidence and advice available.

The Company Director's decision will be communicated in writing, normally within 10 working days of the date the request for review was received.

In exceptional circumstances where the complainant is still dissatisfied with the decision reached by the Company Director complaints can be pursued with the Education and Skills Funding Agency.

Communication

Students will be made aware of this procedure at Induction and it is made accessible for students/parents on Team App.

All staff will be made aware of the contents of this procedure via staff development and copies of this procedure are accessible by all staff via Team App.

If staff or students have difficulty understanding the complaints procedure or making a complaint due to the lack of spoken or written English, they will be offered support through an interpreter if required.

Staff/students who have difficulty communicating or understanding the complaints procedure due to disability will be offered support for example:

1. People who have a Hearing Impairment

- Hearing loop
- Sign language

2. People with a Visual Impairment

- Documents can be converted to brail
- A reader can be provided

3. People with Learning Disability

- An easy read version of the complaints procedure can be made available
- An advocate can assist the person with learning disabilities to make the complaint

Compliments

Compliments are valuable, welcome and important and when they are received, either verbally or in writing, they will be recorded by a Regional Manager.

Compliments enable the NPL Football Academy to:

- understand that the service we provide meets learner and employer satisfaction
- provide positive feedback to our staff
- influence our organisational and service development
- inform our quality assurance and improvement cycle

5. Monitoring

Ongoing monitoring of complaints received by the NPLFA Football Academy is carried out by the Quality Director

As part of the Performance Management Cycle regular reports will go to Senior Management.

A summary of complaints received within the academic year is used to inform self-assessment and strategic planning.

Timeframe	
Making a complaint	One month from instance
Informal verbal complaint	Verbal response within 10 working days
Formal written/verbal complaint	Acknowledgment within 5 working days
Formal investigation	Completed within 15 working days
Extended investigation time	If further time is required complainant must be notified within the 15 working day timeframe of extension requirement. Deadline for completion is 30 working days from date of receipt of the original complaint
Complaint review	Appeal to outcome of complaint within 5 working days
Appeal outcome	Completed within 10 working days

Appendix A - COMPLAINTS FORM

COMPLAINTS FORM	
The purpose of this form is for individuals to register a complaint. Complainants can also be made in writing by letter or email to info@nplfa.co.uk	
Name	
Address	
Telephone	
Email Address	
Details of Complaint (a brief summary of the complaint including times and dates)	
Informal action already taken	
Signature	
Date	
Date received by Regional Manager	