

Nishkam Civic Association Complaints Policy & Procedure

Contents

Vision and Values	2
Policy Summary	2
Scope	2
Guiding Principle	2
Informal Stage	3
Formal Stage	3
Complaints Procedure	3
Appeals	4
Confidentiality	4
Record Keeping and Reporting	4
Related Policies	5
Review	5

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Vision and Values

The actions we take are driven by our vision:

We are a renowned regional, national and international exemplar values-led institution that is sustained by the selfless service of the community to become a powerful force for vocational training, enterprise, civic engagement, art, culture, heritage and wellbeing, and our values:

- Inspiration through spirituality
- Integrity
- Innovative approaches to social change
- Intercultural, interfaith and intra-faith dialogue, understanding and cooperation
- Interdependency of all in local and global context.

Policy Summary

Nishkam Civic Association's (NCA) Complaints Policy provides the framework within which anyone who is dissatisfied with the organisation can raise their concerns.

Scope

The framework assists staff to effectively deal with complaints from learners, apprentices, parents, clients, employers, contractors, visitors and building users.

Guiding Principles

The key principles that underpin this approach are that:

- Complaints should be dealt with as soon as possible and as near to the point of origin as possible.
- The circumstances surrounding a complaint must be thoroughly investigated to establish the facts of the case.
- Be put in writing.
- Mediation is a possible means of resolving complaints throughout the procedure
- The complaints procedure should not be used by employees to deal with concerns they may have in relation to issues outside their employment relationship with NCA.

Informal Stage

It is recognised that some concerns are raised informally, and these can and should be dealt with immediately. An informal complaint should be raised directly with the relevant Employee, Tutor or Mentor. Any such concerns should then be raised promptly and directly with the individual against whom there is a concern where relevant and appropriate to do so. We aim to resolve informal concerns quickly and effectively.

If concerns are not satisfactorily resolved or not appropriate to follow the informal process, complainants should follow NCA's formal Complaints process as outlined below.

Formal Stage

The formal procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

If the complaint is not resolved at the informal stage, or the complainant does not wish to follow the informal complaint process or it is not appropriate to do so, they should:

- Communicate their complaint in writing to Amrick Ubhi, Nishkam Centre Director.
- Complaints against the Centre Director should be addressed to the Vice Chairman of NCA.
- Bring their complaint to the attention of NCA within 12 weeks of the incident occurring.
- Explain the concern as clearly and as fully as possible, including any action taken to date.

Complaints Procedure

NCA welcomes feedback to improve our services. NCA will:

- Acknowledge receipt of the complaint within seven days,
- Forward the complaint to an 'Investigating Officer' who has not been previously involved with the complaint.
- The Investigating Officer will be a member of the Management team or someone senior the Centre Director nominates.
- The Investigating Officer will review all information submitted, and meet with relevant members of staff and all parties to fully review and investigate the complaint.

- As part of the process, mediation may be offered to resolve the complaint. If mediation is offered, revised timescales for the resolution of the complaint will be agreed in writing between NCA and the complainant.
- The outcome of the complaint will be communicated in writing to the complainant

Appeals

- If a complainant remains dissatisfied with the NCA's response to their complaint they may appeal in writing to the Centre Director who shall respond to the complainant within 14 days.
- The Centre Director will take appropriate actions to resolve the issue as soon as possible. The outcome from the Appeal Process will be the final outcome.

Confidentiality

While confidentiality will be maintained wherever possible, it may not be possible to guarantee confidentiality in all cases, for example where there has been a disclosure of criminal activities or information has been provided that will put the health and safety of employees and / or the public at risk.

Circulation of information will be that which is necessary to ensure a fair investigation and meeting.

Record-Keeping and Reporting

- NCA should maintain a clear record of all complaints dealt with.
- Issues should be fed into the NCA's Monitoring and Evaluation and other quality improvement processes as appropriate.

Related Policies

- Safeguarding policy
- Zero Tolerance Policy
- Nishkam Code of Conduct
- Process for Evaluating Quality of Training and Outcomes for Apprenticeships
- Student Handbook

Review

This policy will be reviewed every three years