

# **BARKING AND DAGENHAM SCHOOL IMPROVEMENT PARTNERSHIP**

## **Complaints Policy**

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*Policy amendments may occur at any time and you should consult the Policies page on the website for the latest update.*

## Controlled Document

<b>Title</b>	Complaints Policy
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<b>Owner</b>	Chief Executive
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### Version Control:

Version	Date	Author	Description of Change
1	21/09/2020	Alison Partridge Strategy and Business Development Manager	New Policy
1.1	22/9/2020	Ben Spinks, Chief Executive	Minor amendments, additions and sign-off

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## 1. Summary

Barking and Dagenham School Improvement Partnership (BDSIP) is committed to providing a high quality service and working in an open and accountable way. This policy outlines our approach to responding positively to complaints about our services.

## 2. Key points

We value and encourage honest and constructive feedback from our stakeholders and customers. We act on feedback systematically to constantly improve our service.

To ensure this happens we will:

- deal with any complaints promptly, politely and, when appropriate, confidentially
- communicate clearly by way of an explanation, and where appropriate with an apology
- when we have got things wrong we will also provide information where relevant on any action we have taken to make improvements
- learn from complaints and use them to improve our service
- keep our complaints policy and procedure under review

## 3. Introduction

This policy sets out our key principles and accountabilities in relation to receiving and responding to a complaint from service users, members of the public and partner organisations.

In the event of a complaint about our service being directed to LBBD or another third party, our timescale for responding (see below) will start from the date we receive the complaint.

## 4. Scope

This policy applies to anyone accessing BDSIP services and sets out the procedure to manage and respond to a complaint.

## 5. Policy

A complaint is defined as any expression of dissatisfaction about a service or an employee.

Complaints require a formal written response and therefore differ from feedback or constructive comments that are often resolved informally. Where there is ambiguity, BDSIP staff are advised to check whether the person giving the feedback wants to make a formal complaint.

## **BDSIP Complaints Policy**

### **Version 1 – 21/09/2020**

We recognise that there may be occasions when a customer is dissatisfied with the service they have received from us. In these circumstances the person or organisation concerned will be made aware of our Complaints Policy.

We place great emphasis on resolving and responding to any complaint quickly and courteously. Therefore, when a complaint has been made, the complainant can expect the issue to be fully investigated and to be informed of the outcome.

In some cases, an individual may wish to complain on behalf of someone else. In these circumstances, we will need the person's agreement that the third party is authorised to act on their behalf. Please note we do not respond to or investigate anonymous complaints. In the event of any complaint being received which suggested that there may be a risk of harm to a child or vulnerable adult, we would immediately follow the procedure outlined in the Barking and Dagenham Safeguarding Policy.

All personal information or records relating to complaints will be treated in confidence and in accordance with the requirements of the Data Protection Act. Information will only be disclosed to those who need to know, so they can investigate the complaint. A copy of this policy will be made available on our website and, where applicable, referenced elsewhere.

Making a complaint will not compromise the provision of any future services or support.

The Chief Executive will periodically report on complaints and how they were dealt with to the Board of Directors.

#### **6. Procedure for submitting a complaint**

Many complaints can be resolved informally.

In the first instance contact BDSIP and, if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will try to resolve the matter..

Any individual or organisation wishing to make a formal complaint about our work or an individual member of our staff can do so in writing by letter or email.

When making a complaint, it is important to set out the details and to be specific about the desired outcome and/or the remedial action required. Therefore, complainants making contact by letter or email may be asked to complete our standard complaint form (see page 3) to ensure we have all the relevant information.

#### **7. Procedure for response**

A response to the complaint will normally be made within 10 working days of its receipt. If this is not possible, the complainant will be advised what action is being taken to resolve the complaint and how long it will take to provide a response. This should normally take no longer than 28 working days.

The complaint will be investigated and, as part of this process, the complainant will be

contacted to discuss the issue in person or by phone with a member of the BDSIP senior leadership team. As part of the investigation, we may also contact anyone else who has relevant information.

## **8. Appeals**

If an individual is not satisfied with the outcome, they have a right to appeal to the Chief Executive. The Chief Executive will review the response provided and may conduct further enquiries in order to provide a final written response within 21 working days of receipt of the appeal. In the case of a complaint concerning the chief executive, the complaint will be handled by the independent chair of the board.

### **Contact details**

BDSIP  
CU London  
Rainham Rd North  
Dagenham  
RM10 7BN

Telephone 020 8227 2636

Send an email to: [info@bdsip.co.uk](mailto:info@bdsip.co.uk)

# COMPLAINTS FORM

This form is used to record and obtain information relating to your complaint

## CONTACT DETAILS

Name:  
Organisation:  
Address:  
Contact Number:  
Email:

If you are making complaint on behalf of someone else, please provide their details below.

## NATURE OF COMPLAINT

Service:  
Date of Service:  
Subject / Team:

- |  |   |
|--|---|
| <input type="checkbox"/> Communication Delays                        | <input type="checkbox"/> BDSIP Employee |
| <input type="checkbox"/> Service Turnaround Times                    | <input type="checkbox"/> Service Value  |
| <input type="checkbox"/> Report issues with CPD/training             | <input type="checkbox"/> Report Delays  |
| <input type="checkbox"/> Fluency relating to the delivery of service |   |

Other, please advise:

**SUMMARY OF COMPLAINT:** Please provide detailed information to facilitate investigation.

**WHAT WOULD RESOLVE THE COMPLAINT?:** What outcome or change would you like to see?

**Please save a copy for your records and return this completed form by email to [info@bdsip.co.uk](mailto:info@bdsip.co.uk)**

### **Alternatively send to:**

BDSIP  
CU London  
Rainham Rd North  
Dagenham RM10 7BN

## OFFICE USE ONLY

Complaint Taken by:  
Date Received:  
SLT Member:  
Action Taken: