



# **Complaints Policy and Procedure**

## Contents

1. Introduction	1
2. Scope	1
3. Purpose	1
4. Aims	1
5. Roles & Responsibilities	1
6. Registering your complaint	1
7. Complaints procedure	2
8. Unresolved complaints	2
9. Policy Review	2
10. Breach of the policy	2
11. Access to the policy	2

## 1. Introduction

Banham Academy regards stakeholder feedback, including complaints, as important to improving service delivery and is committed to providing the best possible service. We recognise that sometimes individuals will feel that they have cause to complain about the service they have received. Therefore, we have developed a policy and process for dealing with complaints, explaining our approach to complaints handling.

If you are not satisfied with our service, please tell us straightaway as we may be able to rectify concerns quickly with an initial conversation.

## 2. Scope

This policy relates to staff and learners of Banham Academy, employers with apprentices undertaking learning at Banham Academy, partnership organisations and any other Banham Academy service users.

Complaints should be made within 21 days of the event which has given rise to the complaint or, if a series of events has given rise to a complaint, within 21 days of the final event. Complaints will only be considered outside of this timeframe in exceptional circumstances.

## 3. Purpose

This policy exists to outline the processes adopted by Banham Academy in handling complaints, including complaint submission, communication timeframes, investigations, and outcomes. The procedure has been established for individuals to submit legitimate complaints, which will be considered in a fair, timely and efficient manner.

## 4. Aims

The complaints policy aims to ensure all stakeholders know how to direct their concerns to Banham Academy and when addressing a complaint to an external body is warranted.

Banham Academy aims to resolve complaints quickly, fairly, and effectively. We will:

- aim to put things right quickly when they go wrong
- keep you informed of the progress of a complaint and the results of any investigation
- seek to learn from complaints to improve future performance.

## 5. Roles & Responsibilities

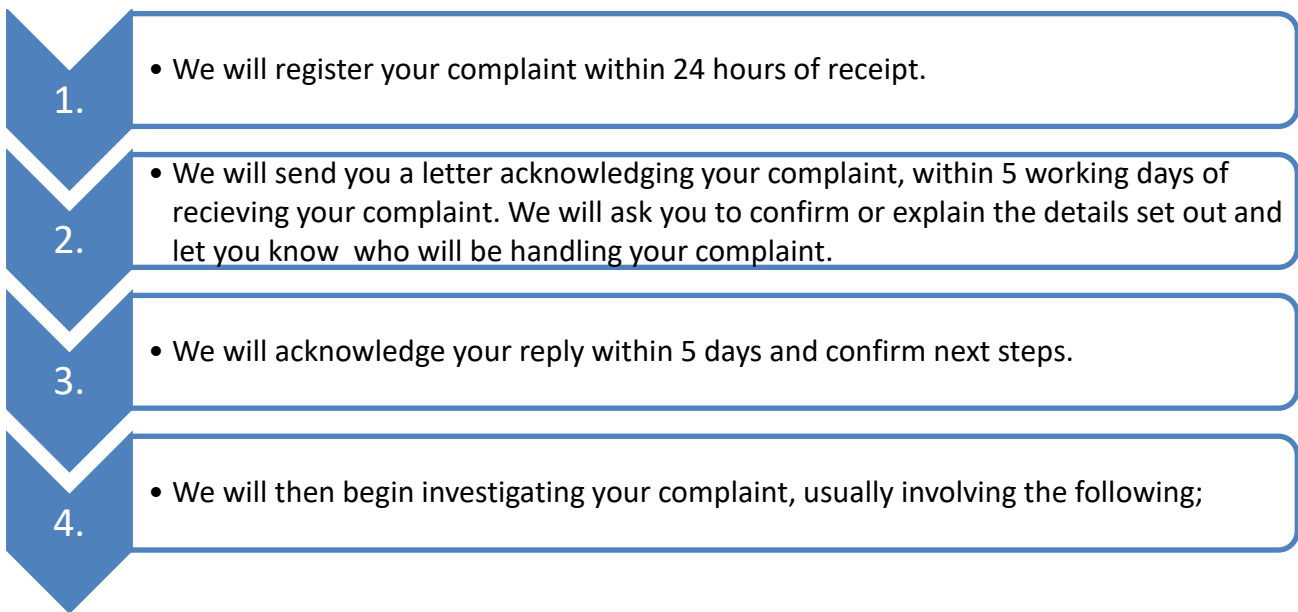
The Head of Banham Academy is responsible for ensuring staff awareness of this policy and for managing timely updates and policy accessibility on the main Banham website.

## 6. Registering your complaint

If you have a complaint, please contact:

Kevin Faulkner  
 Head of Banham Academy  
 20 Thornsett Road,  
 London  
 SW18 4EF  
 Tel: 020 7622 5151 / Email: kevinfaulkner@banhamacademy.com

## 7. Complaints procedure



- We may ask the staff member who dealt with you to reply to your complaint within 5 days of our request.
- We will examine the staff member's reply and the information you have provided. If necessary, we may ask you to speak to them within 4 days of receiving their reply.
- We will then invite you to discuss our findings and potential resolutions either, by telephone, online technology, or a meeting in person within 5 working days of the end of our investigation. If you prefer not to engage in discussion, or it is not possible, we will send you a detailed reply including suggestions for resolution.

## 8. Unresolved complaints

By this stage, if you are still not satisfied, you can write to the Managing Director who will reply within 10 working days.

- Also, at this time, you may escalate your complaint to the appropriate Awarding Body and /or the Qualifications Regulator if appropriate. Please note, they will not consider your complaint until you have exhausted Banham Academy's Complaints procedure.
- If you wish to make a complaint about training provision funded by the Education and Skills Funding Agency, please see ESFA Complaints procedure for learners, parents, authorised representatives of learners and employers [here](#).

If we cannot meet any of our published timescales, we will inform you with our reasons why.

## 9. Policy review

The complaints policy will be reviewed at least annually by the Head of Banham Academy.

## 10. Breach of the Policy

Staff / learners who intentionally breach this policy may be subject to disciplinary procedures.

## 11. Access to the Policy

The Complaints policy is published on the Banham Academy website.