



Complaints Policy

Yellow Tree Complaints V1;
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GGs Salon Ltd T/A Yellow Tree Workforce Development Ltd. Company Registration Nos: 11373957

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Policy Statement

Yellow Tree WD we are committed to providing high quality services for all our service users. Taking account of stakeholders' views enables Yellow Tree WD to promote and develop capacity for sustainable improvement. This document details the Complaints Policy and Procedure that will be followed by Yellow Tree WD.

Complaints will be monitored and administered by the Management Team under the direction of the Managing Director. The complaints procedure is designed to help us gain a clearer view of how learners and other users of Yellow Tree WD perceive us. It sets out to ask for compliments as well as complaints so that we can identify good practice in Yellow Tree WD as well as identifying those areas where we have fallen short of our high standards.

1. Aim of the Policy

Yellow Tree WD defines Complaints Policy aims to:

- Promote the policy with all stakeholders for ongoing feedback
- Ensure engagement to the policy throughout the organisation.
- Use the feedback constructively to promote continuous improvement within the organisation.
- Ensure an ongoing review of the policy in response to change and legislative updates. Formal updates at least annually in line with quality processes.

Yellow Tree WD defines a complaint as an expression of dissatisfaction about:

- Standards of service
- Action or lack of action by Yellow Tree WD or its employees
- Actions caused by other learners
- Provisions of Yellow Tree WD affecting learners, apprentices, visitors or other stakeholders

A complainant may be an apprentice, a contractor, student, prospective student, parent, employer, partner or visitor to Yellow Tree. Learners may submit a 'group complaint'. Where a complaint is made by a number of learners, Yellow Tree may ask the group to nominate one student to act as group representative.

If the complainant is an employee, they should refer to Yellow Tree's Grievance Procedure as a means for ensuring that their issue is dealt with promptly and satisfactorily. For further information, please refer to the company employee handbook.

Academic appeals are not part of this policy or procedure. Please refer to Yellow Tree's Appeals Policy.

2. Implementation of the policy

To achieve the aims Yellow Tree WD will provide:

- A swift, open process, which is fair to all parties.
- A procedure designed to resolve problems quickly.
- A thorough investigation into complaints received.
- Improvements to services for learners and the quality of provision by acting on feedback and the recommendations made following investigations.
- Accurate recording, monitoring and reporting of complaints.

Yellow Tree WD will identify actions and trends from complaints received to improve and develop its services.

Learners individually, or in the case of a group of learners, the nominated Student Representative, should follow the procedures as described in Stages 1 - 4 below.

Yellow Tree WD will investigate complaints thoroughly and objectively using Managers and Senior Managers who are at an appropriate level within the organisation.

Yellow Tree WD aims to respond to complaints within 21 working days; however, some complaints, especially if the issue is more complex, may take longer to investigate. Yellow Tree WD will contact the complainant to

advise them if the investigation is likely to take more than 21 working days and will keep them informed of progress. Yellow Tree WD will ask for equality and diversity information (for example, gender and ethnicity) to help to ensure that all people are treated fairly.

Formal complaints should ideally be brought to the attention of Yellow Tree WD in writing. The decision to handle complaints made verbally will be at the discretion of the Managing Director.

All complaints received by Yellow Tree WD staff must be brought to the attention of a Senior Manager immediately upon receipt. From this point, an investigating lead will be assigned within 3 working days. They will be provided with details so that they have all of the information required to undertake the investigation. Once the investigating lead has completed their investigation, all records must be sent to the designated Senior Manager overseeing the complaint.

If the complaint is considered to be an immediate/urgent safeguarding risk, this would immediately become a safeguarding incident and be dealt with in line with Yellow Tree WD Safeguarding policy and procedures.

Yellow Tree WD reserves the right not to pursue any malicious, vexatious or abusive complaints (i.e. complaints that are not true or use offensive or abusive language in communication to staff).

Yellow Tree WD is unable to accept or act upon anonymous complaints.

All complaints must be raised within 1 month of the original issue so that evidence is available for investigation.

Compliments received by Yellow Tree will normally be passed on to the individual or individuals who are the subject of the compliment. The Academy Manager will maintain a central record. Yellow Tree will use compliments to motivate staff and, where appropriate support the promotion of Yellow Tree's activities. Compliments can be submitted directly to the individual or individuals or via info@yellowtreewd.co.uk

This policy reflects the Education and Skills Funding Agency guidance relating to the management of complaints and the arrangements for appeals including the right of appeal to the funding agency when Yellow Tree's procedure has been exhausted.

This Policy can be found on the following website <https://yellowtreewd.com>

3. Responsibilities

The Managing Director is responsible for the policy, for ensuring that Yellow Tree responds to compliments and complaints in accordance with the procedure set within the policy and for ensuring that analysis of complaints and compliments is reported to the Management Team.

A relevant director or manager will be assigned as the investigation lead. The investigation will be conducted thoroughly, and the findings provided in a written response to the complainant.

4. Monitoring, Review and Evaluation

Yellow Tree monitors complaints carefully. A termly report on complaints against Yellow Tree will be produced and shared with the Management Team. In addition, Yellow Tree reports annually to its external governance on complaints against Yellow Tree and actions arising.

The policy will be reviewed and updated annually in line with quality processes.

5. Procedure - How to Complain

If you have concerns about any of your experiences with Yellow Tree, please follow the procedure below to communicate your concerns so that Yellow Tree can support you in achieving a satisfactory resolution to your complaint and respond appropriately.

Stage 1 – Informal Procedure

Yellow Tree WD anticipates that the majority of concerns raised can be resolved at an early stage through informal discussion. This is referred to in this policy as 'stage 1 – informal procedure'. Therefore, if a concern

arises, the first step is to bring it to the attention of the relevant staff member and discuss it with them. It should be noted that a written record or response to issues raised at this early stage would not normally be made if both parties feel satisfied with the outcome.

For learners, in the first instance, please discuss the matter with the person(s) concerned. For example, your Tutor or Assessor. If you are unable to do this, contact the manager responsible for Yellow Tree WD Training Programmes via Yellow Tree WD main email address info@yellowtreewd.co.uk

For employers, in the first instance, please raise your concerns with the assessor or contact the manager responsible for Yellow Tree's Training Programmes. If you do not have these details Contact Yellow Tree WD on info@yellowtreewd.co.uk

All other stakeholders, in the first instance please email info@yellowtreewd.co.uk with details of your initial complaint and we will pass it on to a member of the Management Team.

If the issue remains unresolved, a formal complaint should be instigated through Yellow Tree's Complaints procedure – see Stage 2 Formal Complaints.

Stage 2 - Formal Complaints

If your concerns are not resolved informally at stage 1, you may wish to make a formal complaint. Formal complaints should normally be made in writing by letter or email and addressed to info@yellowtreewd.co.uk

In all cases, you will be asked to sign a declaration confirming that you have no objection to the individual involved seeing your complaint, and that the information you have given is true and accurate.

All complaints should include:

- A clear description of the circumstances giving rise to the complaint.
- Confirmation of whether or not you have already raised your concerns with the individual(s) subject of the complaint and if you have, what the outcome was
- A description of what from your point of view would be a satisfactory resolution of the issue
- Your full postal address and or email address and telephone number

There are 3 stages to the complaint's procedure:

- **Stage 1 – complaint**
- **Stage 2 – investigation**
- **Stage 3 - appeal**

Formal complaints are forwarded to the Management Team for review and acknowledgement. All complaints will be acknowledged in writing within 3 working days of the complaint being received.

The investigating lead assigned to deal with the complaint will be named in the letter. You will also be given a date when you may expect to receive a response which is usually within our agreed service standard of 21 days from receipt of the complaint.

In order to facilitate a full investigation, the complaint may be shared with individuals named or implicated within the complaint. The findings of the investigation will be considered, and the investigating lead will provide a response to the complaint within 21 working days. Where it is not possible to provide a formal response within 21 working days, the complainant will be informed of the reason for the delay and kept informed of the progress of the investigation.

The Manager will continuously monitor the complaint and the matter will be closed on the complaint system only when the issue has been resolved or at the end of stage 2. Access to the confidential file will be restricted.

Stage 3 - Appeals

Most complaints are resolved promptly and amicably and result in service improvements, however, should the complainant wish to appeal against the outcomes of Stage 2, formal complaint, they should submit this appeal in writing, within 10 days of the stage 2 outcome to: the Managing Director – ellis.bailey@yellowtreewd.co.uk who will acknowledge receipt, review the documentation, the investigation and the resolution to come to a judgement on the validity of the appeal. The possible judgements are:

1. Appeal rejected – the original resolution will be pursued.
2. The appeal is upheld – the Managing Director will propose an alternative solution to the appellant.

Following the outcome of the appeals stage, a formal response will be sent to the complainant within 21 working days of receipt of the appeal.

Stage 4 - Final Stage Appeal to the Board of Directors

If the original complaint has not been resolved to your satisfaction after an appeal to the Managing Director, you may take your complaint to the external governance for Yellow Tree. At this stage the decision is final and any resolution that is proposed will be implemented. External Governance will respond within 21 working days of receipt of a stage 4 appeal.

This is the final stage of Yellow Tree's complaints procedure.

Formal Complaints – External Resolution

If a complainant is not satisfied with the outcome of the complaints process, they have the opportunity to appeal to the relevant external body.

If the complaint relates to a Further Education course funded by the Education and Skills Funding Agency and the above complaints and appeals procedure has been exhausted, the complainant can contact the Education and Skills Funding Agency within three months of the complaint decision using the contact details below:

Online [enquiry form](#), or by post to:
Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

6. Data Protection

To process a complaint Yellow Tree WD will hold personal data about the complainant, which the individual provides, and which other people give in response to the complaint. We will hold this data securely and only use it to address the complaint. The identity of the person making the complaint will only be known to those who need to consider the complaint and will not be revealed to other people or made public.

However, it may not be possible to preserve confidentiality in some circumstances, for example where relevant legislation applies, or allegations are made which involve the conduct of third parties.

All complaints files will be destroyed securely, six years after the complaint has been closed.

Signed By:



Ellis Bailey
Managing Director

Appendix 1: Complaints Procedure Form

If you have tried unsuccessfully to resolve your complaint informally and wish to take the matter further, please complete this form and send it to The Senior Management Team. If your complaint is against a member of the Senior Management Team, you will need to send this form to the Board of Directors.

Name of Complainant	
Address and postcode	
Telephone Number	
Email	
What is your complaint concerning, and what action would you like taken?	
When did you discuss your concern/complaint with the individual	
What was the result of the discussion?	
Why do you disagree with the result of the informal outcome?	
Declaration: I declare that this information is to the best of my knowledge factual and true and I agree to the individual to whom I am complaining about having sight of this complaint and its contents	

Signed:	
Date:	