



# Complaints Policy and Procedure

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# Complaints Policy and Procedure

All references are to Make it! education Ltd hereafter referred to as Make it!

## 1. Policy

If for any reason you are unhappy with the way you have been treated or unsatisfied with the learning and training at Make it!, we would encourage you to inform someone as soon as possible. Constructive criticism is welcome and we do our best to resolve minor complaints quickly and informally. There is a more formal complaints procedure which can be used for major complaints or if minor complaints cannot be concluded.

- Talk calmly to the person immediately responsible for the area of your complaint. For example the tutor or member of support staff.
- If the problem is not solved satisfactory talk to the Centre Manager (Jon Backhouse)who is responsible for all complaints.
- If you do not feel able to approach a member of staff directly responsible for the area of your complaint, please feel free to talk to any member of Make it! staff or your tutor at your main school.
- If your initial attempts to solve the problem have been unsuccessful, you can follow the complaints procedure.
- You can register a formal complaint by writing to us or emailing [jon@makeiteducation.co.uk](mailto:jon@makeiteducation.co.uk) . We may ask you to make an appointment before coming in to see us, to avoid disrupting other learners/teaching and for safeguarding reasons. We promise to acknowledge in writing your complaint within 10 working days and tell you who is investigating the problem and who will write again once the investigation is complete.

## 2.Complaints Procedure

The complaints procedure is designed to deal with;

- Complaints in respect of a learner's experience at Make it!, including relationships with staff, fellow students or any service provided by Make it!

- Complaints by a member of the public
- Complaints relating to a sexual, racial, disability or any other equalities discrimination.
- Staff complaints relating to internal Make it! services.

### 3. Guidelines for all staff dealing with complaints

All staff receiving a complaint should try to resolve it informally before it becomes a formal issue. If a customer still wishes to complain formally they should be asked to write a letter or send an email to [jon@makeiteducation.co.uk](mailto:jon@makeiteducation.co.uk) Details to be logged will be;

- Date of receipt, which staff member is responding, date of response, outcome achieved.
- All complainants will receive a letter notifying them who is dealing with their complaint and that they should receive a response within 10 working days.
- All complaints will be monitored and analysed by the managing director.
- Staff should make reference to guidelines on dealing with difficult situations and should be aware of vulnerability. The customer should be encouraged to discuss their concern with a member of staff in the first instance and give them time to respond. If the matter is not resolved, the customer can make a formal complaint by writing a letter.

### 4. Statement

To help us improve our services, and the training and education we provide, we welcome your comments, complaints and compliments. Occasionally things go wrong and we need to hear from you so we can improve or adjust. We promise that your complaint or comment will be taken seriously and investigated fully. You will receive an initial response from Make it! as soon as possible and we will do our utmost to solve the problem you have raised.