



## **SEIN Complaints Procedure**

### **Purpose**

SEIN aims to provide tuition and training to its students in a way that fully supports and develops individuals to enable them to achieve their full potential. The purpose of this policy is to demonstrate that we are accountable for our actions and in enforcing qualification regulations.

The policy ensures we do so in a fair and consistent manner, using guidelines which are unambiguous, transparent, and designed to ensure that the action we take is proportionate and targeted at particular areas of concern.

SEIN aims to provide the very best service to learners and potential learners and has developed a straight-forward complaints procedure to ensure that complaints are dealt with as efficiently and effectively as possible.

SEIN is fully committed to responding to concerns and complaints as quickly and sensitively as possible, and this procedure aims to provide a framework in which both parties can work within.

### **Objectives of the procedure**

1. To ensure that a consistent and fair procedure is applied in all instances where a complaint or concern has been raised.
2. To ensure that all parents and students feel able to raise their concerns or complaints and are confident that SEIN will endeavour to resolve issues professionally and fairly.

### **Guiding Principles**

SEIN would prefer that a concern is raised promptly and informally with the relevant tutor, as this will often lead to a quick resolution of a problem and will prevent the concern from becoming a more serious complaint.

- Parents and students will suffer no detriment as a result of raising a formal complaint.
- All complaints will be resolved as quickly as practicable and will be investigated thoroughly.

### **Process**

#### **Step 1**

Firstly, always try to resolve the complaint informally with the relevant person. If it is with a fellow learner, then ask the tutor/trainer for guidance.

#### **Step 2**

If the learner/parent is unable to resolve the complaint informally or the complaint is about their



tutor/trainer, then a formal complaint should be raised in writing either by email, letter or completing our complaints form, see below and send by email or in writing:

By email: [seinstaffordshire@outlook.com](mailto:seinstaffordshire@outlook.com)

Complaint form: Can be emailed or posted to you

Telephone: 07350 508698

When making a complaint, it is helpful if you provide as much information as possible (including personal details) and include steps that have been taken to resolve the complaint, any discussions that have already occurred regarding the matter, attach copies of any earlier correspondence and state clearly what remedy, if any, is being sought.

On receipt of a complaint, the most appropriate Manager will be assigned to investigate and will contact the student as soon as this is complete. This would normally be within 5 working days but can sometimes take longer.

The person making the complaint will be contacted by their preferred method (by email, phone or in writing) with the results of the investigation into the complaint. At this time, they will be asked whether they are satisfied with the outcome and will have the opportunity to ask any question regarding the investigation. If they are satisfied with the outcome, the complaint will be closed.

#### Step 3

If the student is dissatisfied with the findings of the investigation and wishes to complain further, they can raise the complaint in writing Emma McCullagh. The complaint will be reviewed, and a decision made.

#### Step 4

If the complaint concerns a course or process that includes an examination, the student can raise the complaint with the appropriate awarding organisation. Details of the awarding organisation can be found in the student handbook for the course.

#### Step 5

If your complaint is in connection with qualifications please refer to Ofqual. If your complaint is in connection with national curriculum content please refer to Department of Education. If your complaint is in connection with Alternative Provision through the Local Authority please refer to your Local Authority contact. If your complaint is in connection with Safeguarding please refer to your Local Authority Dedicated Officer (LADO).

SEIN will keep a record of all complaints that we are informed about, including: – The nature of complaint – The point at which the complaint was resolved – Action taken to resolve the complaint.



Correspondence, statements, and records relating to individual complaints will be kept confidential.

#### Anonymous Complaints

On occasion, there may be a need to make an anonymous complaint. Students/parents can make a complaint by either telephone, e-mail or in writing. We may not be able to provide feedback on anonymous complaints, but they will be taken seriously and investigated.

#### Complaints Form

Full Name:	Date:
Address:	Telephone Number:
Email Address:	Preferred method of contact:

Please use this box to provide us with details of your complaint and any outcome that remedy you're expecting.

If you have already complained informally to anybody, regarding this complaint, please use this box to tell us whom you have spoken to and what has happened since you took this action.