



ChesterGates Veterinary Training Centre **Complaints Policy & Procedure**

Anyone who feels it appropriate to express dissatisfaction is offered the opportunity to raise issues openly with full assurance that they will be dealt with courteously, fairly, objectively and in a timely manner.

ChesterGates Veterinary Training Centre constantly seeks to improve the services it provides and welcomes feedback to help make these improvements

Procedure

Stage 1 – Early Resolution (Informal)

Issues that appear straightforward and potentially easily resolved may be directed to any relevant member of staff in order to seek an early resolution.

Stage 2 – Formal Investigation

Where a complaint cannot be resolved satisfactorily through the informal route or in cases of more serious issues, these may be lodged as formal complaints by contacting:

Head of Centre

Unit E , Telford Court, Gates Lane, Chester, CH1 6LT

nursingschool@chestergates.org.uk

Tel: 01244 853823 ext 222

Where a complaint of a serious nature comes in via another member of staff or another route these complaints should be forwarded to the Head of Centre to be dealt with on a formal basis.

Where a complaint is made by a parent or guardian on behalf of a student over 18 years of age, the Centre must receive permission in writing from the student to share their personal details with their parent / guardian.

Stage 1 early, informal complaint resolution

A complaint should be made swiftly and effectively following the incident to the course tutor or personal tutor to find an early resolution, if unsatisfied with the response please go to stage 2

Stage 2 formal

All formal complaints will be recorded, acknowledged within five working days and monitored until conclusion within Corporate Services. A central log of complaints and appeals against complaints outcomes is maintained and monitored by the Head of Centre and reported to the Quality Monitoring Group.

Investigation

The Head of Centre will investigate the complaint, you may be contacted for further information or may be invited to meet with the Investigating Manager.

Where the complainant is invited to attend a meeting, you may be accompanied by a friend or relative. Legal representation is not permitted without the Centre's knowledge or consent.

Outcome

Following the investigation, the Head of Centre will respond to the complainant within 14 working days, unless otherwise advised.

If you are not satisfied with the outcome of the investigation into the complaint, you may access Stage 3 of the Complaints Procedure

Stage 3

At the conclusion of this procedure if you are still unsatisfied with the outcome of your complaint you can then refer your complaint to the Office of the Independent Adjudicator (OIA) <https://www.oiahe.org.uk/> .

Appeal

The complainant has the right to appeal against the outcome of the complaint (see also notes regarding higher education appeals below). This should be lodged with the Head of Centre within five working days of receipt of correspondence stating the outcome of the investigation into the formal complaint. The grounds of appeal and any actions sought must be clearly stated at the time of making the appeal.

Mediation

If the complaint is not resolved satisfactorily through the normal procedure, mediation may be arranged. Mediation is voluntary and will only take place with the agreement of both parties. The Head of Centre will be responsible for arranging mediation. The mediator will be neutral to the dispute.

If the complaint is not resolved to your satisfaction, further avenues of communication are available through the relevant external agencies:

Further Education:

Education and Skills Funding Agency

Office for Standards in Education

Confidentiality and Support

All complaints will be treated as confidential to safeguard interests and information limited to those involved in the complaints process. If in exceptional cases and for justifiable reasons the complainant wishes to remain anonymous throughout the process, this may be considered. However if disclosures are made it may be necessary to share information and this must be explained to the complainant.

The Centre will not normally investigate anonymous or malicious complaints.

Complainants who feel that they need help and/or support to make a complaint may wish to talk to their personal tutor.

Safeguarding, Bullying and Harrassment

Where a complaint relates to issues linked to perceived safeguarding, bullying and/or harassment, the Centre will consider these policies alongside the Complaints Policy and Procedure. The Centre's Safeguarding, Child Protection, Prevent and Missing from Education Policy and Procedure will take precedence over the Complaints Policy and Procedure.

We aim to treat members of our community courteously at all times and expect our community members to treat our staff and students in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff, students or community. If a student, parent / guardian or visitor is violent or abusive, they will be asked to stop. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our community. These types of behaviours will not be tolerated under any circumstances. Any staff or students exhibiting these behaviours will be dealt with via our disciplinary procedures. Any incident of threatening, abusive or violent behaviour may additionally be reported to the local Police Service.