

Complaints Policy & Procedure

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Complaints Policy

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Last Updated: 01/08/2025

Review date: 31/07/2026

Signed: 

Position: Director

This policy and procedure is subject to the Equality Act 2010, which recognises the following protected characteristics: Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, and Sexual Orientation. Rapid Improvement will ensure that all complaints are handled fairly and without discrimination.

1. Policy

Rapid Improvement places a significant emphasis on customer feedback and views the complaints process as a valuable tool to drive continuous improvement in the quality of its services. The organisation is committed to resolving complaints in a timely, fair and transparent manner. All complaints will be taken seriously and handled with sensitivity, ensuring that no complainant is disadvantaged as a result of raising a concern.

2. Minimum Expectations

All complaints will be acknowledged within two working days of receipt. Rapid Improvement will aim to provide a full response within ten working days. Where this is not possible, the complainant will be informed of the reason for the delay and provided with a revised timescale.

Every effort will be made to resolve concerns at the earliest opportunity and to the satisfaction of all parties.

3. Protocol for Responding to Complaints

Formal acknowledgement of a complaint will be issued within two working days of receipt. This communication will confirm that the complaint is being investigated and outline the expected response timescale.

All complaints will be recorded and forwarded to the Head of Quality & Training, who will maintain oversight of the process. The complaint will be assigned to an appropriate manager who is responsible for conducting a fair and impartial investigation.

The investigating manager will review all relevant information, which may include written correspondence, interviews, and records of meetings or telephone calls. A written response will normally be provided within ten working days of the complaint being received.

Where additional time is required to complete a thorough investigation, the complainant will be informed within the initial ten working day period and provided with an updated timeline.

The final response will clearly set out the outcome of the investigation, any actions taken, and information on how the complainant may escalate their complaint if they remain dissatisfied.

Where a complaint is made directly to the Board, the Director will be informed, and an independent review of both the complaint and its handling will be undertaken. Acknowledgement will be issued within two working days, and a full response will normally be provided within ten working days.

Any complaint that relates to safeguarding concerns will be immediately referred to the Designated Safeguarding Lead and managed in accordance with the Safeguarding Policy.

4. Responsibilities

The manager responsible for the area of business to which the complaint relates is accountable for investigating the complaint and providing a response.

All staff who receive a complaint are responsible for ensuring that it is promptly recorded and forwarded to the Head of Quality & Training.

The Head of Quality & Training is responsible for maintaining oversight of all complaints, ensuring that they are managed in line with this policy, and monitoring the timeliness and quality of responses.

An overview of complaints, including themes, trends, and actions taken, will be reported to the Board on a regular basis to inform continuous improvement.

5. Protocol for Complainants

Learners, employers, members of the public, and staff may submit a complaint through a range of accessible channels, including email, telephone, or through any member of staff or the management team.

Support will be provided to any individual who requires assistance in making a complaint. This may include help with written submissions, alternative formats, or additional communication support where required.

Where possible, concerns should be raised informally in the first instance to enable prompt resolution. If the complainant remains dissatisfied, they may submit a formal complaint for investigation.

If the complainant is not satisfied with the outcome of the formal complaint, they may request a review by a senior manager or Director.

If the complainant remains dissatisfied after exhausting the internal complaints procedure, they have the right to escalate the matter to the relevant Awarding Organisation or funding body. This may include the Greater London Authority (GLA) or other appropriate agencies. Complaints may also be referred to Ofsted where appropriate. Contact details for external bodies are available on request and via the organisation's website.

Where the complaint relates to assessment decisions, the Appeals Policy should be followed.

6. Receipt of Complaints

Complaints received by post or via a central point of contact will be forwarded to the Head of Quality & Training on the same working day wherever possible.

Complaints received directly by managers or staff must be recorded and forwarded promptly to ensure appropriate oversight and consistency in handling.

Appendix 1

Definition of Complaint

A complaint is defined as a formal expression of dissatisfaction by any individual or organisation who uses, or is affected by, the services provided by Rapid Improvement.

An informal complaint is one that can be resolved quickly at a local level to the satisfaction of the complainant.

A formal complaint is one that requires investigation and a written response.

A vexatious complaint is one that is considered to be unreasonable, repetitive, or made with the intent to cause disruption rather than to seek resolution. Such complaints will be handled carefully and in line with organisational procedures to ensure fairness.

A high-risk complaint is one which involves serious allegations, including but not limited to potential unlawful activity, discrimination, personal injury, or misconduct. These complaints may be escalated immediately to senior leadership and, where appropriate, external authorities.

Appendix 2

Complaints Process Flowchart

