



# LEICESTER TIGERS Foundation

## Complaints Procedure

### Introduction

The Leicester Tigers Foundation (the Foundation) is committed to providing a high-quality service in partnership with our learners and their families. We actively seek feedback regarding the quality of the provision received. Complaints are a valuable measure of learner satisfaction and are essential for improving the quality of our services. To this end, the Foundation endeavors to:

- Record complaints and ensure they are promptly brought to the attention of staff and Senior Management.
- Resolve complaints as fully and swiftly as possible, with a formal resolution target of no later than 28 days.
- Use the information gained from complaints to enhance service quality through staff meetings and reviews.

### Definition of a Complaint

A complaint is an expression of dissatisfaction by a learner, their relative, or another representative. The complaints procedure is designed to:

- Be accessible and easy to understand.
- Provide a straightforward process for handling complaints within specified time limits.
- Ensure all parties involved are kept informed throughout the process.
- Guarantee a full and fair investigation of the complaint.
- Address all issues raised and provide an effective response.
- Provide information to managers and staff to improve services.

### Informal Resolution

The Foundation aims to resolve complaints informally whenever possible. The staff member involved in the complaint should meet with the complainant to discuss the issue and work towards a resolution. Staff must be aware of any power dynamics in these situations and act with sensitivity and discretion. In cases where the complaint comes from a neighbor or external party, the Foundation Manager will take responsibility for initiating the informal meeting. All informal complaints should be recorded in the complaints log.

During the informal resolution process:

- The complainant should fully express their concerns.
- The staff member (or manager) will respond and work with the complainant to identify where issues arose and agree on steps to prevent recurrence.
- A review meeting will be scheduled for four to six weeks later to ensure the relationship or resolution is maintained.



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If the complainant prefers, they may have a facilitator present at the informal meeting, such as an Independent Advocate, the learner's social worker, another staff member, or the staff member's line manager. However, legal representatives are not permitted at this stage or during the formal process.

### Formal Complaints Process

If informal resolution is not possible, the complaint will proceed to the formal stage. The Foundation Manager will conduct a formal investigation, requiring the complainant to complete a complaints form.

- The complainant will be formally interviewed by the Foundation Manager, with notes taken and signed as an accurate representation of the discussion.
- The Foundation Manager will interview any other relevant parties, following the same process, and allow interviewees to have another person present.
- If a criminal offense is suspected, the matter will be reported to the police immediately, and child protection procedures will be instigated if necessary.

The Foundation Manager will report the investigation results to the complainant, the learner's Social Worker, and the staff member within ten working days, outlining intended actions. This decision will also be confirmed in writing.

### Right of Appeal

If dissatisfied with the outcome, the complainant may appeal by writing to the Trustee, explaining why a review is necessary (e.g., fresh evidence or bias). The Trustee will review the investigation, conduct further inquiries if needed, and report back within ten working days. The appeal decision will be confirmed in writing, and the complaints log will be updated.

If the complaint is against the Foundation Manager, a Trustee will handle the formal interview. Should the complainant remain dissatisfied after an appeal, an independent consultant will be appointed to review the case.

### Timescales for Managing Complaints

- **Initial Response:** Within 48 hours.
- **Informal Meeting:** Within five working days of receiving the complaint.
- **Formal Meeting:** Within ten working days if the informal process is unsuccessful.
- **Appeal:** Convened within two weeks of receiving the appeal request, with feedback provided within ten working days.

An appeal is considered out of time if not submitted within three months of the formal complaint response.

### Record-Keeping and Confidentiality

Accurate notes must be maintained at every stage of the complaints process. If the complaint leads to disciplinary action or referral to a Statutory Authority, all relevant documents should be kept



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confidentially on the file of the person subject to the complaint. Anonymous summary notes should also be kept on the complaints file to help the Foundation monitor and learn from complaints.

### **Reporting and Review**

Upon resolving the complaint, the completed formal complaints form must be copied to the Trustees. This procedure will be reviewed and updated every two years or sooner if changes in conditions or legislation occur.

### **Compliance with Local Authority and Charity Standards**

This Complaints Procedure aligns with local authority standards for education and charity regulations. It ensures that the Foundation adheres to best practices in handling complaints, safeguarding the interests of learners, their families, and all stakeholders.

**Policy reviewed and amended in Sep 24. Next review due in Sep 25**