



HEALTHNICON

POLICY : COMPLAINTS POLICY AND PROCEDURE

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Summary:	This document defines the procedures for Candidates, parents/guardians and sponsors to lodge a complaint at the Healthnicon.	
Keywords: (minimum of 5): To assist with policy search engine	Complaint, appeals.	
Target Audience:	All Staff, candidates, parents/sponsors and guardians.	
Date compiled:	November 2016	
Next Review Date:	November 2019	
Approved and ratified by:	Council	Date of meeting: 16 October 2016
Date issued:	November 2016	
Author/s:	Council	
Sponsor:	Governing Body	

VERSION CONTROL and CHANGE RECORD

Date	Author	Changes made

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POLICY : COMPLAINTS POLICY AND PROCEDURE

PURPOSE

The purpose of this policy and procedure is to set out clear, consistent and effective means to identify and address any areas of candidate, parent/guardian and/or sponsor dissatisfaction to enable us to address issues and identify areas where we can improve and/or make changes.

APPLICABILITY

This policy is applicable to all services offered by the Healthnicon.

This Policy and procedures apply to the management of all complaints made by candidates or parents/guardians or sponsors in relation to services, actions, provisions or practices at the Healthnicon. This policy applies to all complaints equally regardless of the race, gender, disability, religion, age or sexual orientation of the complainant and all complaints will be dealt with fairly and openly.

DISSEMINATION

This Complaints Policy and Procedure is published on the Healthnicon Quality Management system for reference by staff and on the Healthnicon Website for easy access by candidates, parents/guardians and sponsors.

Leaflets for candidates, parents/guardians or sponsors outlining the complaints procedure are available from Reception.

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1) INTRODUCTION

The Healthnicon aims to provide all candidates with a rewarding, enjoyable and equitable experience. The Complaints Policy and Procedure provides a framework within which candidates and potential candidates, parents/guardians and sponsors, may raise concerns about the service they received from the Healthnicon. It does not replace the Healthnicon's procedures for academic appeals and disciplinary actions: those procedures should be used where appropriate.

2) STANDARDS OF SERVICE

- 2.1 The Healthnicon Rule Book set out the standards of service candidates can expect The Healthnicon to provide, as well as the candidate's responsibilities.
- 2.2 Anyone not satisfied with the level of service should feel free to approach the relevant Staff at the Healthnicon to address their concern promptly and directly.
- 2.3 Every attempt should be made to resolve complaints promptly and efficiently through A dialogue with those directly concerned.

3) ACCOUNTABILITY

- 3.1 All staff at the Healthnicon have a responsibility for receiving complaints, treating them in a serious manner and dealing with them promptly and efficiently and in accordance with procedures set out below.
- 3.2 The Campus Manager has a responsibility for tracking, recording and reporting the Outcome of all formal complaints.
- 3.3 Management Team members is responsible for resolving a complaint and leading or Contributing to an investigation into a complaint if considered appropriate.
- 3.4 The Principal is responsible for resolving complaints that have reached the appeals stage
- 3.5 The Governing Body is responsible to ensure that the Complaints Policy is operating effectively and should become directly involved if a complaint is made against the Principal or other senior staff members or members of the Governing Body.

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4) DEALING WITH COMPLAINTS

STAGE 1 – INFORMAL

- 1.1 Concerns should be raised in the first instance with the Principal who has the most direct responsibility for the Management of the services provided to the student.
- 1.2 Candidates wishing to make a complaint are requested to do so as soon as possible after the incident or experience that led to the candidate feeling dissatisfied.
- 1.3 If a candidate has a complaint, they are encouraged to discuss the issue informally directly with the staff member responsible, if applicable, in order to resolve it outside the formal complaints procedure.
Candidates may also, if they so wish, discuss their complaint with their Tutor as a first step in trying to resolve the issue informally.

STAGE 2 – FORMAL

- 2.1 If a complaint cannot be resolved at the informal stage, then the complainant should make a formal complaint in writing.
- 2.2 All complaints received must be acknowledged within 48 hours. A copy of the complaint should be sent to the Campus Manager for monitoring.
- 2.3 Where appropriate, a meeting will be offered between the complainant and the area they are complaining about in order to reach an agreed resolution.
- 2.4 The Principal to whom the complaint has been referred to will investigate the complaint fully (or delegate a person to do this on their behalf whilst retaining responsibility for the outcome) and have to make an initial written response within at least 7 working days with a copy to the Campus Manager.

The response will be one of the following:

- Advise that a further 7 days is required to investigate or
 - Dismiss the complaint as unfounded and provide reasons therefor or
 - Mediate and amicable settlement or
 - Uphold or partially uphold the complaint identifying the actions to address the issue at hand.
- 2.5 Any communication regarding the outcome must be made reference to the right of appeal including the timescale.

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STAGE 3 – APPEAL

The Appeals Panel will comprise of:

- The Principal
- The Campus Manager
- The Administrative Supervisor
- A Member of the Governing Body

3.1 If the complainant is not satisfied with the Healthnicon's response on the complaint lodged, they may appeal in writing to the Principal. The appeal must be received within 7 working days of the outcome of the complaint being communicated to the complainant.

3.2 The Principal together with the rest of the members of the Appeals Panel will review all the available evidence gathered in the initial investigation as well as the response by the Healthnicon. As a result of this, the response must be made within 5 working days and a decision must be made to:

- Uphold the initial decision of the Director/Campus Management
- Dismiss the complaint or
- Uphold or partially uphold the complaint
- The complainant must be advised in writing within 5 working days of the outcome of the appeal.

STAGE 4 – RECORD KEEPING

All records of the appeals procedure must be kept in the candidate's file.

CONTROL AND MANAGEMENT

The Governing body in collaboration with the Directors and Management team are responsible for the content and maintenance of this policy. All proposed changes and other suggestions for improvement should be reported to the Council. Updated electronic versions of this policy is available on the Healthnicon Quality Management System.

REVIEW

The office of the Council will maintain an electronic register on the Quality Management System that indicates the latest update of this policy.

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