

## Engaging Potential – Complaints, Compliments and Comments Procedure

Engaging Potential (EP) aims to provide high quality services for all our clients and partners. It is important that they are able to express their feelings and experiences of the services we provide. These can be both good and bad. If we know what your experience is, we can build on what we are doing well and introduce changes where they are needed. This will help us improve the service for all. You might want to complain, give us a compliment or make some comments about the service you have experience of.

### A complaint is...

When a young person, a parent or a member of the public is unhappy with a service they have received.

### A compliment is...

When you tell us about a service you have received that you are particularly pleased with. We can then tell staff of your appreciation. We are always delighted when you take the time to contact us about a good experience you have had.

### A comment is...

When you want to tell us your point of view about the services we provide. Your points could help us consider how we deliver services and may help us make changes that will benefit everyone.

### Who can make a complaint, comment or compliment?

Anyone who receives a service or enquires about a service can use the Complaints, Compliments and Comments Procedure. Or you may prefer to have someone complain on your behalf.

### How do I make a comment or compliment?

You can make your comment or compliment in the following ways:

**By e-mail:** You can e-mail [tracy@engagingpotential.com](mailto:tracy@engagingpotential.com)

**By post:** send us a letter, or complete the Comments, Complaints and Compliments form, available on request from the main office. Letters should be addressed to the Head.

**By telephone:** you can phone our offices on 01635 524113 / 07789 758299

We hope that you will always be satisfied with our service and look forward to receiving your feedback. If we get it right or wrong we'd like to know.

Your feedback is very important to us, so if you have any questions or need assistance with our Comments, Complaints and Compliments form, please do not hesitate to contact us.

This Procedure is made available to EP young people in their induction pack, parents / carers in the parent pack, and to all key stakeholders and members of the public through EP's website.

### The Informal Complaints Procedure

If you have a complaint, then the first course of action will be to informally raise the matter with the Head. It is hoped that matters will be able to be resolved to your satisfaction at the informal stage.

Where you feel that it is not appropriate to seek to deal with the matter in an informal way, or where you feel the informal route has failed to adequately resolve your complaint, then you may use EP's formal complaints procedure.

## The Formal Complaints Procedure

There are two stages to Engaging Potential's formal complaints procedure:

### Stage One

The first step is to let us know what the problem is. This must be done in writing (letter or Complaints Form), or by e-mail. You must provide detail about:

- Yourself or your organisation
- The nature of the problem, what has happened, how this came about, significant dates, how it has affected you and what you think should be done to put things right

On receipt of your complaint, we will consider the action to be taken, depending on the nature of the problem. You will receive written acknowledgement within 5 working days of receipt of the information, and an initial response within 10 working days offering a resolution or explaining the particular procedures that apply and the likely timescale for this.

### Stage Two

If you are unhappy with the outcome, you may ask for the matter to be considered further. EP will convene a hearing in front of a panel of 3 people that were not involved in the original consideration of the complaint. This panel will be appointed by the Head, and will include one person who is independent of the management and running of EP. You will receive notification of the hearing within 5 days of the initial request and not less than one week prior to the hearing.

Where appropriate, parents of the complainant can attend and be accompanied to the hearing.

Any findings and recommendations made by the panel will be communicated to all concerned within 10 working days of the hearing.

This will be the final stage in the complaints procedure, but this does not affect your right to contact the local authority should you choose to do so. All records of complaints will be kept along with any associated statements and correspondence. These will be kept confidential and will be shown to relevant authorities and statutory bodies on request (e.g OfSTED).

**Comments, Complaints and Compliments Form**

Please use black ink to complete this form. When you have completed this form, please forward to Engaging Potential, Progress House, 79 Gaywood Drive, Newbury. RG14 2PR.

**Organisations Name:**

(If appropriate)

**Name:**

**Your address:**

**Post code:**

**Contact Number/s:**

**Your comment, complaint, or compliment:**

(If you are making a complaint, please tell us what you think went wrong, how it has affected you and what you think should be done to put things right)