



COMPLAINTS POLICY AND PROCEDURE

Responsible Officer

Assistant Director of People Services & Communications

Aim of the Policy

The purpose of this policy and procedure is to set out how complaints in relation to all Chartered Institute of Housing (CIH) qualifications are managed and dealt with by the Phoenix Academy Centre.

Scope of the Policy

This policy and procedure applies to all Chartered Institute of Housing qualifications delivered by the Phoenix Academy Centre.

The term 'complaint' is when you tell us you are not happy about the service we provide:

- When we do not deliver the service expected
- When your course is not as set out to you
- When you receive a poor-quality service

Allegations of malpractice in relation to all Chartered Institute of Housing (CIH) qualifications will be dealt with by the Phoenix Academy Centre Malpractice Policy and Procedure.

Concerns about the outcome of an assessment will be dealt with by the Phoenix Academy Centre Assessment Policy and Procedure.

The Policy

We have a positive approach to complaints and welcome them. We will investigate your complaint thoroughly and use it as a learning opportunity to improve our services.

We will ensure that:

- Every effort is taken to resolve your complaint at an early stage
- There is a clear procedure to deal with all complaints
- You are kept informed at every stage
- Your complaint will be dealt with in confidence. However, some circumstances may not allow us to maintain this confidentiality, in these situations we will discuss this with you.
- All formal complaints are recorded and investigated

Responding to complaints, comments and compliments

We will respond to you within 10 working days or if this is not possible contact you to explain when you will hear from us and the reasons for the delay. If you request it, we will extend our response times and agree to timing based on your needs.

Any feedback relating to urgent health and safety issues will be addressed as a priority.



Courtesy and respect

When making a complaint, you can expect to be treated with courtesy, respect and fairness at all times. We expect that you will treat our staff with the same courtesy, respect and fairness.

We will not tolerate threatening, abusive or unreasonable behaviour from anyone. If we experience this behaviour, we will cease communication immediately and review our communication approach with you. Where appropriate, we may also consider legal action, or a remedy linked to your Phoenix tenancy agreement or lease if you live in a Phoenix home.

Managing unacceptable behaviour and repetitious complaints

Repetitious complaints may include a person making serial complaints about different matters, raising the same or similar matters repeatedly, making persistent and unreasonable demands on staff. In response, we may limit the ways you can complain, amend our published target response times, or respond without a full investigation.

The Procedure

Process for complaints

There are three stages available to you to address your complaints. Each stage is described below:

1. Making a complaint
2. Escalating a complaint
3. Referring a complaint

Making a complaint

If you are not satisfied with our response to an enquiry or a service received related to the Academy, you can make a complaint to any of our staff in any format:

- In person
- By phone
- By email
- By post
- Via our website

We will only consider complaints made within three months of the event which leads to the complaint unless there is a reasonable explanation for the delay.

The Course Manager will respond to your complaint by:

- Contacting you to discuss the matter.
- Sending you an acknowledgement letter within two working days of receiving your complaint.
- Investigating the matter fully and impartially.
- Providing a clear response on all points raised and explaining what we will do to try to address the issues.
- Explaining how you can escalate your complaint if you are not happy with our response.



Examples of when we cannot use this policy to resolve a complaint include but are not limited to:

- Where legal action has begun or a solicitor has been instructed by you or us.
- Whistleblowing. These are dealt with under our Whistleblowing Policy.
- The complaint is about an allegation of malpractice or maladministration. This will be dealt with under The Phoenix Academy Centre Malpractice Policy and Procedure.
- It relates to concerns about the outcome of an assessment. This will be dealt with under the Phoenix Academy Centre Assessment Policy and Procedure.
- The complaint is about a policy.
- It has already been dealt with under this policy within the last six months.
- It relates to a criminal offence that is being dealt with by the police.
- It relates to an insurance claim.

In all cases, we will check whether the issue raised can be considered using this policy; explain the reasons why if it cannot be used and provide alternative options to address the issue.

Escalating a complaint

In the following situations, your complaint will be escalated to the Learning and Development Manager or a manager from another service area if:

- You remain dissatisfied and tell us why within 10 working days of receiving our complaint response. You can escalate the matter through any of our staff in any format.
- There is a petition from a group of learners, which is submitted by one, named person. A petition is any complaint signed by at least five learners who are all affected by the same complaint.
- There is a serious allegation about a member of staff.

The Learning and Development Manager or a manager will respond to your escalated complaint by:

- Contacting you to discuss the complaint.
- Investigating the matter fully and impartially.
- Providing a clear response on all points raised and explain what we will do to try to address the issues.
- Explaining how you can refer your complaint to the Chartered Institute of Housing if you are not happy with our response.

Referring a complaint

If you remain dissatisfied after our response to your escalated complaint, you can refer the matter to The Chartered Institute of Housing.

Note: Chartered Institute of Housing are the Awarding Body of the courses delivered by Phoenix Academy. The courses and are regulated by Ofqual, QiW, SQA and CCEA.



Monitoring, Performance and Learning

We will analyse complaints to identify any trends and ensure that all individuals have equal access to the complaints process.

We will identify lessons learnt and regularly report findings and performance to management and the Board. Any performance issues relating to partnering agencies will be raised with our partners at liaison meetings.

We will learn from your complaint and feedback work with you to improve services and learner satisfaction.

Review

We will review this policy every three years, or sooner if there are changes to legislation or good practice.

Associated documents, policies and procedures

- Chartered Institute of Housing Complaints Policy
- Phoenix Academy Centre Complaints Procedure
- Phoenix Academy Centre Malpractice Policy and Procedure
- Phoenix Academy Centre Assessment Policy and Procedure
- Equality and Diversity Charter
- Phoenix Group Data Protection Policy
- Whistleblowing Policy
- Phoenix Standards (Standard 1 – Tenant Involvement & Empowerment, Dealing with Complaints)

Definitions

Term	Description
Comment	An idea, suggestion, observation or opinion on how we could improve our services.
Complaint	The term 'complaint' is when you tell us you are not happy about the service we provide because we failed to deliver a service, the course was not as set out to you, or you received a poor-quality service.
Compliment	Feedback which informs us that we have provided a service well or, tells us how helpful a member of staff has been.
The Chartered Institute of Housing (CIH)	The Chartered Institute of Housing is the awarding organisation for Chartered Institute of Housing qualifications.
Learner	Includes tenants, lessees, freeholders, students and other persons attending Phoenix Academy courses.
We/us/our	Refers to Phoenix Community Housing.
You/your	Any individual who has a complaint, comment or compliment for us.



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