

How to Complain Information for Family, Visitors and Public

Lufton College

We strive to ensure that in your dealings with us, you will find our staff and services meet with both your expectations and your approval. If ever these standards fall below that which you find acceptable, or if there is anything else that you are unhappy about, we would ask that you tell us as soon as possible.

If you wish to complain about anything that you are unhappy about, you should:

- Step 1** - Tell a member of staff that you wish to complain or, write your complaint either on a Complaint Form (available from Lufton College) or in a letter to our Complaints Co-ordinator who is Kate Brown, Placements Manager
- Step 2** - We will endeavour to try to resolve your complaint informally. Following this we will confirm in writing both receipt of your complaint and any outcome or further steps that will be taken to resolve your complaint within **4 working days** of receiving the complaint
- Step 3** -The Complaints Co-ordinator will inform you of how the complaint is to be handled and who will carry out investigations into your complaint.
- Step 4 & 5** - Your complaint will be investigated and the findings reported back to you within **20 working days** from receipt. If it is not possible to complete the report within 20 working days, you will be kept informed of the progress and the likely completion date.
- Step 6** - When your complaint has been investigated you will be invited to meet with the Manager and/or the investigating manager to discuss the findings of the complaint
- Step 7** – If we are still unable to resolve your complaint we will ask the Operations Director to nominate external (to this location) senior Cambian staff to investigate and report back to you.
- Step 8 – 11** – You will receive the outcome from the external investigation process within **10 working days**. If we are still unable to resolve your complaint after this you may appeal this decision.
- If there is not an agreed outcome to the complaint, you have the right for your complaint to be referred to third party arbitration.
- Step 12 – 14** – The appeal process involves a panel of three people who are not connected operationally with the service (one of whom is not connected or employed by Cambian Group). You will be invited to attend the appeal process and may bring someone with you.
- The decision of the appeal process is final.
- You may also take your complaint to the local authority or placing authority (if you are a parent/carer) or you may take a complaint to our regulators:

Ofsted

Tel: 0300 1234 234,

Or email:

enquiries@ofsted.gov.uk

Care Quality Commission

Tel: 03000 616161

Or email:

enquiries@cqc.org.uk