

## 1. RCTTP Complaints Policy

The Complaints Policy outlines the expectations and roles and responsibilities of everyone involved and connected with the Partnership so that each individual knows what is expected of them.

The policy and procedures are made available to all members of the Partnership through the RCTTP Website. A hard copy of the policy is available in the centrally held policy file.

Concerns regarding the progress or conduct of trainees should be raised using the Cause for Concern Procedures within the Assessment Policy. All other issues should be raised using this Complaints Policy.

### 1.1 Introduction

Issues may be raised by Trainees, Partnership Schools, Mentors, Partnership Tutors, RCTTP Management Group, Members of the Executive Group or Applicants to the programme. The majority of issues raised are concerns rather than complaints and can be raised and resolved quickly and informally. However, depending on the nature of the complaint, complainants may wish, or be asked, to follow the Partnership's formal complaints procedure as detailed within this policy. For RCTTP to investigate a complaint, it needs to be made within six months of the incident occurring. If a complaint is older than six months it will not be investigated.

The aim of RCTTP's Complaints Policy is to resolve or complaints as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner.

The RCTTP Complaints Procedure has three stages. These stages are detailed below.

### 1.2 Stage 1 Raising a Concern

Complainants should raise the issue of concern with the most appropriate member of the partnership depending on the nature of the concern.

Complainant	Appropriate Member with whom to raise the concern
Trainees	Mentor, Course Leader, Partnership Tutor or Programme Manager
Mentors	Professional Mentor (secondary), Partnership Tutor, Course Leader or Programme Manager
Partnership Tutors	Course Leader, Professional Mentor (secondary) Mentor or Programme Manager
Course Leaders	Programme Manager, Professional Mentor (secondary) or Mentor
Programme Manager	Course Leader or Chair of the Executive
Other	Programme Manager

In the first instance, concerns should be raised informally and many concerns will be resolved quickly through discussion with no formal action.

If complainants are not satisfied with the result at Stage 1 they should proceed to Stage 2 within 10 working days.

### **1.3 Stage 2 Formal Complaint raised with Programme Manager**

Formal complaints should be put in writing using the Complaint Form. In the first instance such complaints should be addressed to the Programme Manager.

The complaint will be logged, including the date it was received. The Programme Manager will normally acknowledge receipt of the complaint within 2 working days of receiving it and the response will report on the action taken, or to be taken, to resolve the issue.

The Programme Manager may delegate the complaint to a more appropriate or directly involved member of the Partnership should they deem it appropriate to do so. Where the action involves convening a meeting to discuss the matter, this will be done as soon as it is practical to do so, notes of the meeting kept and the complainant informed of the results and/or action arising from the meeting.

If complainants are not satisfied with the result at Stage 2 they should proceed to Stage 3 within 10 working days.

### **1.4 Stage 3 Formal Complaint heard by the Executive Group's Complaints Panel**

If the matter has not been resolved at Stage 2, then complainants should write to the Chair of the Executive Group giving details of their complaint. The Chair will convene a Complaints Panel which will comprise at least 4 members of the Executive Group who are impartial and have had no prior involvement in the complaint. The hearing

will normally take place within 10 working days of the receipt of the written request for Stage 3 investigation.

The aim of the Complaints Panel hearing is to resolve the complaint impartially and to achieve reconciliation between all parties. The panel can dismiss the complaint in whole or part; uphold the complaint in whole or part; decide on the appropriate action to be taken to resolve the complaint; recommend changes to the Partnership's systems or procedures to ensure that problems of a similar nature do not recur.

All parties will be notified of the Panel's decision in writing within 3 working days after the date of the hearing. The letter will also contain what the complainants need to do should they wish to take the matter further.

## **2. Roles and Responsibilities**

### **2.1 The Chair of the Executive Group**

The Chair of the executive Group will:

- receive written complaints made under Stage 3 of the Complaints Policy;
- if a hearing is appropriate, convene a Complaints Panel comprising of at least 4 members of the Executive Group

### **2.2 The Executive Group**

The Executive Group will:

- whenever possible, act as a member of a Complaints Panel if requested to do so;
- assess and monitor the impact of this policy by regularly reviewing any action taken under the policy.

### **2.3 The Programme Manager**

The Programme manager will:

- log complaints made under this complaints policy;
- acknowledge receipt of any complaint within 2 working days of receiving it including a report on the action taken, or to be taken, to resolve the issue;
- take appropriate action to resolve the complaint. This may include delegating the responsibility to a more appropriate or directly involved member of the Partnership or convening a meeting to discuss the matter;
- inform the complainant of the results and/or action arising from any meeting convened and the action to be taken if they are unhappy with the result;
- if appropriate, liaise with the Chair of the Executive Group over complaints raised under Stage 3 of this Complaints Policy.

### **2.4 Partnership Staff**

Partnership Staff will familiarise themselves with this policy and their resulting responsibilities.

### **2.5 Trainees**

Trainees will familiarise themselves with this policy and their resulting responsibilities

## **3 Complaints procedure**

If anyone in the Partnership feels that this policy is not being followed then they should raise the matter with the Programme Manager who will facilitate the appropriate action under the RCTTP complaints procedure. In the first instance this will be raised informally in order to seek a solution. Action by the Programme Manager may include an investigation and report on the issue. Reports on any such complaints will be raised at the Executive Group



## Complaints Form

Your name:
Your role within the Partnership:
Address:  Contact telephone number:
Date of complaint:
Please give details of your complaint:
What action have you already taken to try to resolve your complaint? What was the result of this action?

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

**For official use only**

Date received:

Date acknowledgement sent (within two working days of date given above):

Brief description of action taken and by whom: