

# Complaints Policy & Procedure

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A copy of this Complaints Policy can be found on our website at <https://rapidimprovement-careagency.co.uk/documents-downloads/>

## Version Control

Version	Summary of Changes	Date Changed
1.1	Revised	12.6.19
1.2	Contact details amended	20.6.19

### Summary

The Complaints Policy and Procedure provides the framework that Rapid Improvement Limited can work within:

- If anyone has experienced dissatisfaction with our services they can raise their concerns, and
- Staff should deal with complaints from students, parents, customers, employers, contractors, local residents, visitors and others.

Our aim is to strive for excellence and continually raise the standard of teaching, learning and services provided to all. We feel that complaints enable us to make changes and improve the learning experience that we provide to students.

Rapid Improvement Limited will respond to any dissatisfaction with its services fairly and promptly:

- An initial response will be provided within 7 working days
- A further more detailed response will be made if appropriate
- A meeting with the various parties involved if appropriate
- May appeal to the Managing Director if dissatisfied with the outcome
- Information on how to take the complaint further will be provided if you are not satisfied with the provider's response

All staff have a responsibility for receiving complaints, treating them seriously, and dealing with them promptly and courteously in accordance with the procedure set out below.

The Operations Director and Managing Director have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate. Failure of both parties to reach an agreeable outcome will result in the complainant having the opportunity to turn to the appropriate professional body.

It is the job of the Operations Director to ensure that the complaints policy will operate effectively and will become directly involved. Should a complaint be made against the Managing Director, the Board of Directors will become involved and asked to assess the situation. The Board of Directors will deliberate and make a final decision. The Board of Directors may liaise with the appropriate professional body should the need arise to seek further help/clarification. The Board of Directors will only become involved when the complaint is made against the Managing Director themselves.

### Procedures for Dealing with Complaints

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the IQA, then please contact the Centre Manager Christiana Dancy via one of the following options:

- Call: 020 8648 0395
- E-mail: [marian.dweben@rapidimprovement.co.uk](mailto:marian.dweben@rapidimprovement.co.uk)

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Rapid Improvement Limited ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Centre Manager will investigate your complaint and respond to you two weeks.

### **Appealing after an initial complaint has been raised**

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Managing Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Managing Director will investigate in full and respond to you within two weeks.

The Managing Director Isaac Dweben can be contacted on:

- Call: 020 8648 0395
- E-mail: [isaac.dweben@rapidimprovement.co.uk](mailto:isaac.dweben@rapidimprovement.co.uk)

At this stage either the Managing Director or Operations Director should have the matter resolved. Should they not be able to resolve the issue you will be entitled to contact the relevant professional body for advice or Funding Organisation.