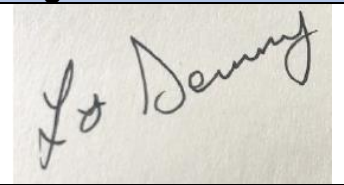
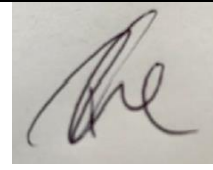
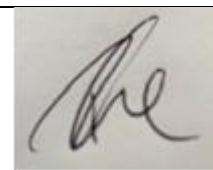




The People Development Academy

Complaints and Appeals Procedure

This Policy is for staff and learners within the Academy and not for intended use outside of this remit.

Position		Signature	Date
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Details of policy updates- version control

Policy to be reviewed annually or as changes are required.

Date	Details
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10/01/24	reviewed

To be reviewed 10/01/25

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1. Purpose

The People Development Academy will provide learners with timely, fair, transparent and appropriate assessment and feedback that will provide a means for evaluating performance, establishing levels of competence and enabling objective development planning in order to assist learner achievement.

The Trust recognises the importance of having a process for dealing efficiently and effectively with concerns and complaints from any area of service. Our response should demonstrate the values and behaviours which are the foundation of everything we do at the Trust.

Fairness People have a right to be listened to when raising complaints and concerns. Our response should treat people with compassion, courtesy and respect. People raise concerns when their experience of our services has not met their expectations and therefore we should listen without prejudice.

Honesty, Openness and Integrity We all have a responsibility to contribute to a climate where the truth can be heard, and learning from complaints or concerns is encouraged. We should never be afraid to say we are sorry.

Respect and Dignity, We are here to provide a service to our patients and their families. This is never more important than when responding to complaints of concerns. We should ensure that we value the person who is raising issues as an individual, and seek to understand the issue they have raised from their perspective. People have a right to expect respect when they are engaging with our services, and this includes when raising a complaint.

Inclusion and Collaboration, We should involve the person making a complaint as fully as possible throughout the process, supporting them to develop the terms of reference and maintaining regular contact throughout the investigation of the complaint. The more we treat people raising complaints as partners the more likely it is that they will have a positive outcome, regardless of if their complaint is upheld or not.

The Trust is committed to using feedback from complaints and concerns in a positive way by listening to our users and learning lessons from their experiences to improve the quality of services offered. A thorough, honest and balanced investigation will be conducted and a full and understandable response provided to the complainant.

2. DEFINITIONS

A Dispute is when two or more people feel they have a common cause for complaint. This may be in relation to:

- Assessment process
- Academy operations
- Academy related policy or procedure
- Role of the Awarding Organisation/ End point Assessment organisation

A Grievance applies when an individual person feels he/she has cause for complaint. This may be in relation to:

- Assessment process
- Academy operations
- Academy related policy or procedure
- Role of the Awarding Organisation/End point Assessment organisation

A **Concern or Complaint** is 'any expression of dissatisfaction that requires a response'. It is how the person raising a concern/complaint would like it addressed that helps define whether the expression of dissatisfaction requires an 'informal' or Formal' response. It is therefore not always the complexity or severity of a concern/complaint that defines its formality or informality as described below:

Concern: issues of concern that are of a minor nature which are raised, often with front line members of staff, at the time they occur, and can be resolved within 24 hours.

Complaint: any concern or issue, either verbal or in writing (including email correspondence) about any aspect of service provided by the Trust which the person has specifically asked to be addressed formally.

A Concern or Complaint can be made anonymously by any user of the Trust about any aspect of service provided. However, it must be considered that non-disclosure of relevant information may prevent a complete investigation being carried out

3. ACTIONS TO TAKE

All staff, regardless of their role and seniority, are responsible for supporting complainants with help and information about the procedure and for trying to resolve complaints quickly and appropriately as they arise. This will be done in line with the Trust's own values and with particular emphasis on treating complainants with respect and dignity and ensuring complainants, or the patients on whose behalf they are acting, are not discriminated against. All staff must co-operate fully in complaint investigations and provide accurate statements when requested within the stated timescales.

4. Recommended action

- For the party/parties to discuss the complaint with the Tutor/Skills Officer
- Referral and consultation with the Internal Verifier
- Referral and consultation with the Learning and Development Manager
- Referral and consultation with the External verifier
- Referral to the Joint Awarding Body/Organisation

5. Link to Trust policies

Management of Complaints, Concerns, Comments and Compliments Policy
People Development Academy Equal Opportunities Policy.

6. Royal Devon University Healthcare NHS Foundation Trust

The Academy will at all times work within the guidance of the Trust's operational brief on disputes and grievances as well as the Academy procedures. The management of complaints unrelated to the Academy will be in accordance with the current Trust's policies for disputes and grievances. End point Assessment concerns or complaints will need to be processed in accordance with the external organisation's complaint procedure. The Academy will support the learner in understanding the external process specific to the end point assessment organisation.

7. MAKING A COMPLAINT

Complaints can be made verbally or in writing to the Tutor or Learning and Development Manager. Complaints to the Learning and Development Manager or the Joint Awarding Bodies must be made in writing. More detailed submissions may be required at a later date.

If you would like to raise a concern or a complaint in relation to Apprenticeship delivery please contact us by email rde-tr.apprenticeships@nhs.net we will respond by 5 working days.

If you would like would like to raise a concern or complaint in relation to the Trust outside of Apprenticeship delivery please contact the following departments:

rde-tr.complaints@nhs.net

rde-tr.PALS@nhs.net Patient advice and liaison service – will assist you to raise concerns or **complaints**

8. APPEALS PROCEDURE

Any complaint must be lodged within 20 days of the issue arising. You can ask a third party (a friend or colleague) to help you in presenting your appeal. This route is mainly for assessment decisions and feedback from your tutor/skills officer. Any other complaints or concerns can be received directly by e-mail to rde-tr.apprenticeships@nhs.net

Stage 1:

- In the first instance, you should address your appeal to your Skills Officer or Tutor. You should document the main points of your disagreement with your reasons. Discuss your issue and document the responses of both the Skills officer/Tutor and yourself. Ensure that both parties sign the document. Stage 1 is always the best point at which to resolve unfair assessment decisions. Copies of this documentation must be forwarded to the Learning and Development Manager for quality improvement purposes.

Stage 2:

- If, after discussing the problem with the assessor, the matter is still not resolved, you should address the problem with the Learning and Development Manager providing copies of all relevant documented evidence i.e. Assessment plan and feedback form and your stage 1 document signed by both the tutor and the learner. The Learning and Development Manager is committed to the quality of assessment; they will investigate any complaint and will ensure that a fair decision is awarded with valid and fair reasoning against the qualification standards and codes of practice. The decision will be made by a panel consisting of programme leads, non-connected Assessors and the Learning and Development Manager (within 5 working days). The panel will be objective and independent. All complaint information will be communicated with Awarding Organisations, the centre and the learner.

Stage 3:

- The Learning and Development Manager will endeavour to resolve the matter from within the centre but if you still feel that the outcome is unfair, you should request that the centre contact the Awarding organisations/Regulatory Authority Enquiries & Appeals Co-ordinator. You will be asked to provide copies of all relevant documentation. At this final stage: The Awarding organisations/Regulatory Authority will review the assessment and make a judgement. All complaint information will be communicated with Awarding Organisations, the Academy and the learner.

9. APPEALS FORM

Name of appellant:

Name of who the appeal is lodged against:

Date that the issue arose:

Date appeal made:

Provide an overview of the appeal:

List your reasons for the appeal:

STAGE 1:

Date of response:

Tutors Response and your feedback:

Has the complaint been resolved satisfactorily: Please circle: Yes No

Appellants Signature:

Tutor Signature:

STAGE 2:

Date of response:

Learning and Development Managers Name:

Learning and Development Managers Signature:

Name of all on the appeals panel:

List the evidence investigated and document the findings:

Document the panel's decision with reasons:

Document who the decision has been communicated with:

STAGE 3:

Date of response:

Learning and Development Manager identify who the Awarding Organisation/Regulatory Authority Contact is:

List and attach copies of all documents to be communicated with Awarding Organisation:

List and attach any correspondence from Awarding Organisation/Regulatory Authority: