



Complaints Policy

(Revised January 2021)

Complaints Policy

Aim

The complaints procedures is to ensure all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Definition

A complaint is "any expression of dissatisfaction that requires a response".

Responsibility of Dot Sign Language

Dot Sign Language will:

- Acknowledge the formal complaint and aim to respond within 14 days.
- Deal with complaints reasonably and sensibly.
- Take appropriate action.

Responsibility of the Complainant

The complainant will be expected to:

- Bring the complaint to Dot Sign Language's attention as soon as possible.
- Explain the problem as clearly and as fully as possible.
- Allow Dot Sign Language reasonable time to deal with the matter.
- Recognise that some circumstances may be beyond the control of Dot Sign Language.

Confidentiality

If at all possible every attempt will be made to ensure the person raising the concern and Dot Sign Language observe the confidentiality of the issue.

Informal Stage

Dot Sign Language aims to deal with informal concerns immediately. Normally these will be raised with an appropriate member of staff. If concerns are not satisfactorily resolved this way, the formal complaints policy will be followed.

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How to make a formal complaint

- Formal complaints should normally be submitted in writing using the complaint form (BSL signed version is acceptable).
- You are advised to keep your own records and any documents that may support the complaint.
- You may be asked if the issue has previously been raised on an informal basis and who with
- The Centre Administrative Manager will refer your complaint to the most appropriate person and will acknowledge receipt of your complaint and inform you who is dealing with it.
- An appropriate person will investigate the complaint and inform you of progress (normally within 14 days) and for ensuring appropriate action is taken.
- Some issues may be more complex and may require longer to investigate.

Following the response and having exhausted the Complaints Procedure, if you are still unhappy and feel the matter has not been resolved to your satisfaction you may wish to refer your complaint to the Directors of Dot Sign Language.

Review

Dot Sign Language will review the Complaints policy annually.

Updated: January 2021

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Record of Complaint

If you wish to make a complaint please complete this form and give it to the Centre Administrator at Dot Sign Language. The person dealing with the complaint will normally respond within 14 days

Name of Complainant

Address

Telephone Number

Students Course and Centre

Course code:

Enrolment Number

Student ID Number

Nature of complaint

Are there any equal opportunities issues associated with your complaint? If so please give details

Details of complaint:

Date:.....