

Complaints Procedure

Complaints may be made by students regarding quality of teaching, resources or safety within the Centre. Complaints may be made about a member of staff using inappropriate or threatening behaviour. Complaints may be made by members of the public regarding any action taken by the Centre as an organisation or by a member of its staff.

This procedure is not to be used as a grievance procedure by existing members of staff.

Customers register a complaint, comment or compliment, by:

- Phone by ringing 017683 53350
- In writing to Appleby Heritage Centre, Station Yard, Appleby-in-Westmorland CA16 6UL
- By requesting a complaints form from Reception
- By email to info@applebyheritagecentre.org.uk

Step one

Details are forwarded to the reception staff who log the complaint and inform the relevant responsible person. Where the complaint is about centre staff then the complaint is forwarded to the Centre Manager. Where the complaint is about the Centre Manager the complaint is forwarded to the Chair of the Trustees.

Step two

Complaints officer will categorise the complaint and will ensure that it is being dealt with by the correct person. She will inform the Centre Manager of the complaint, if s/he categorises the complaint as serious s/he will ensure that the Centre Manager is also following the complaint. An initial response to the complainant will take place within three working days.

Step three

The Centre will attempt to resolve all complaints within ten working days. However, if for instance a serious complaint is made against a member of staff this is likely to take longer to resolve. The complainant will be kept informed on a regular basis. The complainant will be informed of the outcome of any complaint and any action taken.

Step four

The complainant may wish to appeal against the outcome of the complaint or the actions taken. This will be dealt with as above but will be dealt with by the Centre Manager. If a complainant still feels that they have reasonable grounds for continuing with the complaint they may write to the Board of Trustees via the Chair. Again the complaint will be dealt with as above but by the Chair plus one other Trustee acting as a subgroup of the Board. The Chair may delegate this task to any other group of Trustees (minimum two). Resolution of the complaint by the Board will be deemed final and no further action may be taken by the complainant.

Step five

When a complaint relates to apprenticeship provision the complaint must be referred to the lead provider for consideration before the complaint is referred to the funding body.