



## Leadership East

### Complaints Handling Policy

**(National Professional Qualifications and non-accredited leadership development training)**

Leadership East places great emphasis on the importance of high quality experiences and service for our participants. When we have made an error or when something is wrong, we need to hear about it so we can put it right and improve our service and provision. We would always prefer to be able to resolve your concern immediately at first contact, but in the event of this not being possible the following process will be implemented.

1. We will contact you by telephone or by email within 3 working days of hearing about your complaint and will send you a copy of this policy. If you have not to this point sent us written details of your complaint, please use appendix A of the policy and email it to us.
2. When we receive Appendix A, or your initial written complaint we will investigate it. This will normally involve the programme manager reviewing your complaint and referring to relevant team members to gather information. You may be asked for further information or detail relevant to your complaint, if it will help us to resolve your complaint more effectively.
3. We will contact you – initially by email – with the result of our investigation and our proposed resolution. We will continue to maintain contact with you until you are satisfied that we have resolved your complaint.

**Stage 1:** The Leadership East Programmes Manager will contact you within 10 working days of acknowledging your complaint to provide a detailed written reply including Leadership East's proposed resolution.

**Stage 2:** If you are not satisfied with how we propose to resolve your complaint, we will arrange for a meeting (or, if this is not possible, a telephone call) between you and the Director to further discuss your complaint and suggested resolution.

**Stage 3:** If you are still not satisfied, we will arrange for your complaint to be reviewed by a senior executive staff member or trustee, who will then write to you with a response and resolution.

4. At each stage of the process we will write to you with a summary of the proposed resolution; please respond within 10 working days stating whether you are satisfied with the resolution or whether you wish your complaint to be escalated to the next stage. It will be helpful at each stage to clarifying the resolution that you are seeking.
5. If, after the 3<sup>rd</sup> stage, you are still not satisfied and your complaint relates to one of the National Professional Qualifications you may wish to raise your complaint with the DfE:  
[NPQ.REFORM@education.gov.uk](mailto:NPQ.REFORM@education.gov.uk)



### **How we learn from complaints and issues**

We maintain a RILLS log (Risks, Issues and Lessons Learned), in which we record all complaints and how they have been addressed, including what we have learned and put in place to reduce the possibility of the issue occurring again.

Complaints and resolutions are reported to the Director as soon as they arise and to the Leadership East Strategic Board at termly meetings. The Director and Board members ensure that all complaints have been handled in compliance with our process and that they have been resolved. The RILLS log is also scrutinized to ensure that necessary changes to practice have been implemented and that the risk of reoccurrence is reduced.

**This policy will be reviewed annually in September.**

*Last review September 2018*



Appendix A  
COMPLAINT FORM

**Complainant**

<b>Name:</b>	
<b>Address:</b>	
<b>Tel/Mobile:</b>	

Please include full details, including dates, times and names of those involved.

What outcome are you requesting?

Signed \_\_\_\_\_ Date \_\_\_\_\_

**For office use**

Date Received by Leadership East:

Date of Response to Complainant: