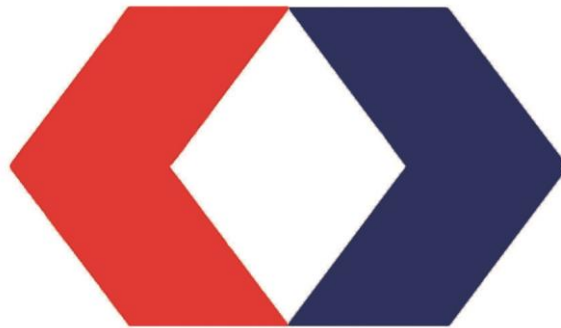


**Royal Artillery Centre for Personal Development
(RACPD)**

Complaints Policy

August 2017



The Royal Artillery Centre for
Personal Development

RACPD Complaints Policy

1. The Royal Artillery Centre for Personal Development (RACPD) is committed to delivering a high quality service and encourages its learners to tell us where there is cause for concern and a case for improvement.
2. We aim to handle complaints in a way that:
 - a. is fair and efficient
 - b. treats complaints seriously and with sympathy and confidentiality
 - c. facilitates early resolution
 - d. allows the RACPD or a particular section to benefit from the experience

How to Complain

3. This procedure outlines a number of simple routes to be used by any student or user depending on the seriousness of the complaint. The following list indicates examples of the type of complaint covered by this procedure:
 - a. Misinformation about your course.
 - b. Poor assessment/mentoring/supervision.
 - c. Insufficient resources or facilities.
 - d. The behaviour of a member of staff.
 - e. The behaviour of another student.
 - f. A failing in an RACPD service.

4. Do remember that complaints will not always produce the outcome you are looking for. For instance, policy decisions or resourcing beyond the RACPD's control may affect the level of service provided. However, whatever the decision, we undertake to inform you of the result of a complaint and the reasons for it.

Sensitive Issues/Complaints

5. If you have an issue which is not about the RACPD's services or teaching but instead relates to a more sensitive and personal issue such as harassment, you can refer to the RACPD's separate procedures on equal opportunities which set out what action you can take. Alternatively you can contact the RACPD Head of Apprenticeships who will talk with you in confidence; you can then decide how to proceed.

The RACPD Guarantee

6. If you have a concern, do not hesitate to raise it. We would like to hear from you as early as possible to resolve the problem and to put things right for the future.
7. We welcome your views and suggestions. We will monitor all comments and complaints, treat them seriously and follow our procedures and timescales. We will endeavour to continuously improve our service.

The Complaints Procedure

STAGE 1

8. Complaints of a minor nature should be raised immediately with the member of staff responsible with the aim of resolving the problem directly and informally. It is anticipated that the vast majority of complaints will be resolved in this way. If you are on a course or programme managed RACPD, you can approach the Head of Apprenticeships.

9. Stage 1 will generally be an oral process any staff involved will be encouraged to share the experience where the effectiveness of the section could benefit. If you are still not satisfied with the response to your complaint, you should use stage 2 of the procedure outlined below.

STAGE 2

10. RACPD appreciates that there may be occasions where the above process at stage 1 is inappropriate and that a more formal approach is necessary.

11. Where it has not been possible to resolve matters to your satisfaction under Stage 1, you should write to the Head of Apprenticeships. This can be by e-mail, letter or by using the RACPD's Complaints, Compliments and Comments Form which is available from programme staff.

12. Your complaint must be specific and comprehensively documented. You should present full details, including your name and address, any relevant documentation, and dates, locations and witnesses as appropriate. You should also detail any previous unsuccessful attempts at resolution. Finally, you should state what reasonable steps should be taken to resolve the complaint.

13. The Head of Apprenticeships will then approach the relevant member of staff on your behalf to try to facilitate the resolution of your complaint.

14. You should expect to receive an acknowledgement from the Head of Apprenticeships of your written complaint within 10 working days. It is our aim that most complaints under Stage 2 should be resolved within 28 days. You will be informed if there is likely to be any delay in the process.

15. The Head of Apprenticeships will notify you in writing of the result of your complaint and the reasons for the decision.

STAGE 3

16. If the complaint remains unresolved under Stage 2 to your satisfaction, you can write directly to the Operations Director. Please provide full details of your concern in your letter which will be acknowledged prior to an investigation. Normally you will receive a full response within 10 working days.

STAGE 4

17. If despite the best efforts of our staff you still remain concerned, you can ask the RACPD Board of Trustees to investigate your complaint. However, you must have the followed stages 1-3 above before doing so.

RACPD COMPLAINTS FORM

Please read this forms carefully before you complete this form. You must have tried to resolve your complaint with department concerned before making a formal complaint. If you do not complete all parts of the form or fail to enclose all relevant documents the investigation into your complaint may be delayed.

YOUR DETAILS

| | |
|---|--|
| TITLE (eg Miss, Mrs, Mr etc) | |
| SURNAME (family name) | |
| FORENAMES (given names) | |
| Service Number (if necessary) | |
| NAME OF COURSE (if necessary) | |
| ADDRESS FOR CORRESPONDENCE (include postcode) | |
| DAYTIME PHONE | |
| EMAIL ADDRESS | |

YOUR COMPLAINT

Please briefly set out below the main points of your complaint. If you need more space, continue on the back of the form or a separate sheet of paper, which you must attach securely to this form. The complaints process can not be used for making appeals against assessment board decisions. If your complaint appears to be an academic appeal it will be referred to the appropriate programme manager for consideration.

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| <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> <p>•</p> |
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SUPPORTING DOCUMENTS

You must enclose copies of the following documents with your complaint:

- a. A chronology listing in date order all letters, telephone calls and meetings that are relevant to your complaint.
- b. A copy of any rules and regulations which you believe apply to your complaint or details of where these can be found (eg a web address).
- c. A signed statement from anyone who can provide evidence relevant to your complaint.
- d. Copies of all documents or other information to which you refer in your complaint.

WHAT HAVE YOU DONE SO FAR?

Explain briefly what steps you have taken in the relevant department to resolve your complaint and why you are not happy with their response. If you have not tried to resolve your complaint in the department concerned it will be referred to the Head of Apprenticeships for consideration.

WHAT WOULD YOU LIKE DONE ABOUT YOUR COMPLAINT?

Explain briefly what you might consider to be a satisfactory resolution to your complaint.

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AUTHORITY FOR RACPD HEAD OF APPRENTICESHIPS OR OTHER SMT MEMBER TO INVESTIGATE YOUR COMPLAINT

I would like the Head of Apprenticeships to investigate my complaint. I understand that the Head of Apprenticeships may need to:

- handle personal details about me, which could include sensitive information (for example, relating to health matters), in order to deal with my complaint effectively
- exchange information about my complaint with other persons and organisations (for example, to find out important facts relating to my complaint).

Sign below, even if you have appointed someone else to complain on your behalf.

I believe that the facts stated in this complaint are true.

Signature Date

Return the completed form together with any attachments and supporting documents to:

**The Head of Apprenticeships
Royal Artillery Centre for Personal Development
Royal Artillery Barracks
Larkhill**

Wiltshire

SP4 8QT

Please keep a copy of this form and any documents you send with it for your own reference.

MAIN POINTS OF COMPLAINT continued

A large rectangular box with a thin border, intended for writing the main points of a complaint. The box is currently empty, except for a vertical column of small black dots along the left edge, which appear to be artifacts from a scanning process or a list of bullet points that were not fully rendered.

