

## **Complaints Policy and Procedure**

iBSL believes in good practice in all areas of its work and has a standard procedure for dealing with complaints, which are divided into two categories:

- (a) a complaint about an iBSL centre
- (b) a complaint about a service provided by iBSL or related issue.

### **Complaining about an iBSL centre**

The first thing to do is to raise your concern with the centre directly and follow their complaint procedure.

If you are dissatisfied with the outcome please send us a copy of your complaint and the centre's response and we will try to look into it.

If you have complained to a centre and not heard back from them after a reasonable time, please let us know and we will make sure your complaint is dealt with by the centre.

### **Making a complaint or providing feedback to iBSL**

If your expectations of iBSL or some aspect of its services or work has not been met you can contact us, and we will aim to put the matter right.

If you are unhappy about an assessment decision please raise that through our *Enquiries About Results Policy* that you can find on our website under 'Key Documents'.

iBSL recognises that sometimes individuals want to reproach or blame others for their situation. iBSL takes all accusations seriously and investigates them. However, there may be consequences for the complainant if their complaint is found to be malicious, accusatory or are designed to cause disruption or annoyance.

iBSL are also pleased to hear from you when you are happy with our support, so we can share that feedback with staff.

### **Dealing with complaints**

iBSL will:

- Where possible deal with issues immediately.
- Where this is not possible, the complainant will be advised to put the complaint in writing or video recorded letter and send it to iBSL.

- Complaints will be acknowledge within two working days. The complaint will be referred to the appropriate individual, or team to respond and provide a resolution, or outline a course of action within 14 working days of receipt of the complaint, in line with the iBSL Customer Service Statement;
- In some circumstances a longer deadline may be required to resolve an issue, in which case the complainant must be kept informed and be given a date for resolution.

*If the complainant is not satisfied with the resolution:*

- The complaint will be referred to be reviewed by the Executive Director and a course of action recommended for its resolution, with a recommended timescale.
- In exceptional circumstances the Executive Director may choose to refer the complaint to the iBSL Complaints Panel for a reasonable and final solution.

*If the complaint is found to be malicious, vexatious or frivolous:*

- Malicious complaints are regarded as those that aim to make accusatory remarks about iBSL staff and intend to do harm.
- Vexatious complaints aim to cause annoyance, upset or distress.
- Frivolous complaints are those that do not have any serious purposes or value, but often aim to waste time, or cause disruption. This includes communications from individuals that repeatedly contact iBSL via telephone or email without offering new evidence or information.

The Executive Director will refer such complaints to its independent Complaints Panel.

*The Complaints Panel may recommend:*

- a reasonable resolution to the complaint.
- the complainant be advised that all communication will cease if the complainant continues to communicate in such a manner.
- the complainant to be advised that iBSL will cease correspondence on the matter without any further valid evidence or information being made available by the complainant.
- an investigation into the circumstances of the complaint, or the complainant to take place.
- in some circumstances, for example where a complaint is found to be malicious iBSL may issue appropriate sanctions. The justification for any such sanction would be provided.

The Panel will be made up of at least two independent people who have no interest in the issue at hand, or in iBSL operations or management. The Panel's decision is final.

In all circumstances iBSL will take steps to support and safeguard staff and its representatives where any malicious or abusive behaviours are found.

## Complaints Log

iBSL will keep a record of all complaints and review them to prevent any further occurrences of the issue.

iBSL will not disclose any information in relation to complaints or breach confidentiality and will comply with Data Protection and GDPR requirements.

### What information to provide when making a complaint:

When making a complaint please provide as much detail as possible, including:

- Your name
- Your connection with iBSL e.g. as Learner, centre staff, etc
- Your address and other contact details
- A clear and precise description of the complaint with any relevant dates
- Any evidence to support your complaint.

Please send your email, video or letter to:

[admin@ibsl.org.uk](mailto:admin@ibsl.org.uk)

iBSL

2<sup>nd</sup> Floor, Empire Court

30 - 40 Museum Street

Warrington

WA1 1HU

<b>Ofqual General Conditions of Recognition (GCRs):</b>	Condition D4 Responding to enquiries and complaints procedures
<b>Responsible staff</b>	<b>Specific Ofqual GCRs referenced:</b>
Executive Director	D4.4,
All staff	D4.3,