

Complaints Policy & Procedure

Version	2
Title of Policy	Complaints Policy
Policy Owner	Max Thornberry
Last review date	01/10/2023
Authorised by	Gareth Carter
Date for Review	October 2024

Summary

Momentum Complaints Policy provides the framework within which anyone who is dissatisfied with the organisation can raise their concerns. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Momentum. Complaints may come from any person or organisation who has a legitimate interest in Momentum.

A complaint can be received in person, by phone, by email, via the [website's online comment form](#) or in writing.

The framework also assists staff to effectively deal with complaints from learners, parents, customers, employers, contractors, visitors and other interested parties.

How to raise a complaint

Informal Stage

It is recognised that some complaints are raised informally and these can and should be dealt with immediately. An informal complaint should be raised directly with the relevant Tutor, Internal Quality Assessor or Manager.

Any such complaints should then be raised promptly and directly with the individual whom there is a concern where relevant. We aim to resolve informal complaints quickly and effectively within 5 working days.

If concerns are not satisfactorily resolved in this way complaints should follow Momentum's formal complaints process as outlined below.

Formal Stage

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

If the complaint is not resolved at the informal stage, or the complainant does not wish to follow the informal complaint process, they should:

Communicate their complaint in writing to gareth.carter@momentumgroup.org.uk or at Unit 5 Metis, Scotland Street, Sheffield, S37AT. To speak to someone in person about a complaint please contact Head Office on 01332 343515.

Bring their complaint to the attention of Momentum within 12 weeks of the incident occurring.

Explain the concern as clearly and as fully as possible, including any action taken to date.

Momentum welcomes feedback to enable us to improve our services. We will respond to any complaints with our services fairly and promptly;

- You will receive an initial response within 48 hours of receipt of your formal complaint
- Your complaint will be looked into and a response sent to you within 10 working days detailing our findings.
- A further, more detailed response will be sent on conclusion of a full investigation if relevant.
- You may be offered a meeting with the parties involved if appropriate.
- Momentum's Quality team will log all informal and formal complaints on our Sharepoint log.

Appeals and Escalation Process

- You may appeal to the Managing Director if you are dissatisfied with the outcome of your complaint. Your appeal must be submitted within 20 working days from receipt of the complaint response.
- In the event you are still not fully satisfied with the outcome or the handling of your complaint, you can refer it to the relevant Regulatory Body. Momentum will provide you with the contact details of the relevant Body upon request. For example, this may be the Education and Skills Funding Agency (ESFA) whose complaints process can be found at: [Complaints about post 16 education and training provision funded by ESFA - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/complaints-about-post-16-education-and-training-provision-funded-by-esfa)

Confidentiality

Momentum will keep you informed of progress with your complaint and how we are handling the information provided under this Complaints Procedure. Where an investigation is required, your information may be shared with other Momentum staff members or relevant external third parties. Before sharing your information, we would inform you of this, unless there were exceptional circumstances, for example, where doing so could pose a risk of harm to you or others.

In the case of young people under the age of 18 raising a complaint, depending on the nature of the complaint, we may be obliged to inform their parent/guardian.