

Phoenix Learning & Care Ltd
First Floor, Rolle Quay House, Rolle
Quay, Barnstaple, Devon, EX31 1JE

Oakwood Court College
7/9 Oak Park Villas, Dawlish, EX7 0DE
5/7 St James Rd, Torpoint, PL11 2BJ



Policy Number 40

COMMENTS AND COMPLAINT PROCEDURE

Introduction

Each Student, parent, guardian, professional or any other person receiving services from Phoenix Learning and Care Ltd, has the right to make representations by way of comments, compliments or complaints. This procedure is designed to be used for both minor and major complaints.

This procedure may have to be temporarily ceased if a complaint was referred to the Police, Child Protection or Safeguarding adults teams, in order to ensure any external investigations are not compromised.

If a complaint is made, the College residential/curriculum staff must maintain a record of the grievance, including the name of the complainant, the date of the complaint, the nature of the complaint, the action taken and outcome of the complaint. The staff member completing this information must ensure that the complaints log book and the complaint form is signed and dated. A member of the Senior Management team must be notified immediately upon receipt of a complaint. If the complaint is received after College hours, the staff member dealing with the complaint must notify the on-call manager, who will then make the decision to notify Senior Management.

Each complainant has access to the following procedures;

- Phoenix Learning and Care Ltd internal complaints procedures and the services of an independent representative
- The complaints procedure of the responsible local authority
- The local area office of OFSTED and Care Quality Commission
- Organisations representing the interests of vulnerable adults and children, e.g. Childline, Care Direct and an independent advocacy service.

Additionally, each complainant is encouraged to express any concerns regarding the quality of the care/education provided directly to the Principal or Head of Residential Support Services, or in meetings to discuss the student's progress. Each Student and their parents/carers are provided with a copy of the complaints procedure on admission to the College. This document is available in widget form if required. The procedure is also displayed on notice boards within each residence and the college campus.

Any person who is the subject of a formal complaint is precluded from taking any responsibility for the consideration of a response to that complaint.

www.phoenixlearningcare.co.uk

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Registered number: 03586426

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Phoenix Learning and Care Ltd

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It is explicit within this procedure that any reprisals against the student or others will not be tolerated and will be considered to be an act of gross misconduct in the Phoenix Learning and Care Ltd Disciplinary procedure.

The Phoenix Learning and Care Ltd Procedure

This procedure is designed to allow a complaint to be fully addressed seriously and without delay. The complaint will be fully responded to within a maximum of 28 days. The complainant and their representative will be kept informed throughout the process, and all external agencies will be notified if required to do so by legislation.

All complaints must be made in writing; staff will always be available to assist students who need help in this area of literacy. The Residence Manager/Department Manager will acknowledge receipt of the complaint in writing within 72 hours. Managers will inform a member of the senior management team immediately of any and all complaints received.

The Phoenix Learning and Care Ltd complaints procedure consists of three stages;

First stage – Informal

Staff will endeavour to deal with the matter of concern in an informal manner, helping the learner or parent to negotiate a positive outcome. Notes will be kept at all times.

Second stage – Formal Complaint

The written complaint will then be dealt with by the Registered Manager or College Principal. A formal investigation may begin at this stage.

Third stage – Review by senior staff

If the Learner or Parent remains unsatisfied with the outcome, the matter will be looked at by an EMT (Executive Management Team) member who will attempt again to obtain a positive outcome. If the matter remains outstanding the Learner's/Parents complaint may be referred to the local authority and be dealt with through their complaints procedure.

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Linking with other procedures

The commencement of the Phoenix Learning and Care procedure will not interfere with the Student's right to use other methods of complaint. If during the investigative stage (or any other stage) it is felt that external agencies should be involved, including the Police, Child Protection or Safeguarding, the matter will be referred without delay and the agency offered every assistance with any external investigation. This will result in the internal investigation being suspended, awaiting the decision of the external agency.

If a complaint is made about the registered person the complaint will be investigated by the Principal, if the complaint is made against them or the College Principal, it will be investigated by a member of the Executive Management Team. If the complaint relates to the CEO, the investigation will be conducted by an external body or Chairman of the Board or non-executive Director.

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