



COMPLAINTS POLICY

Your Right to Complain

Although we will try to provide you with a positive experience, we understand we might not get it right in every case.

Stage 1 (Informal)

If you are not happy with the service you have received or how you have been treated by a member of staff or another candidate we want to hear from you. The best way to resolve the issue is to raise it at a local level with a member of staff or manager.

Stage 2 (Formal)

If you are still unhappy you can let us know formally by sending an e-mail marked RESTRICTED to teisen@rutledgegroup.co.uk. Alternatively you can send a hard copy of the complaint form in an envelope marked RESTRICTED to:

The Operations Director - Tracey Eisen
25 – 27 New Row, Coleraine, BT52 1AD

Your correspondence should also include copies of any letters or other relevant papers. In order to help us address your complaint quickly and efficiently, you should normally let us know about it within six months of its occurrence.

Making a Complaint

You should provide as much information as possible and remember that we cannot investigate anonymous complaints. Your complaint will be acknowledged within three working days of receipt in Rutledge.

Procedure

A manager will be appointed to investigate your complaint and will speak to you about this as soon as possible and within ten working days of receipt of complaint. Depending on the nature of your complaint, it may be necessary to involve managers from other areas of the organisation e.g. HR, Head of Training etc.

Your complaint will be fully and fairly investigated. You will need to provide the names of those involved and the names of any witnesses or others who may need to be interviewed. You can bring a friend to any discussion but this person cannot take part in the meeting unless otherwise agreed (e.g. if you have a disability and need assistance with your complaint). Legal representatives are unable to attend.

All reasonable steps will be taken to complete the investigation within twenty working days. However, if due to staff availability this cannot be achieved, then the investigating officer will advise you of the delay and an expected date for completion. The timescales under this section may need to be increased during Rutledge holiday closure periods.

Please note that if Rutledge requires you to provide further information in support of your complaint, we will notify you of this. Please note that this information must be provided to us within 20 working days from the date of our request to you otherwise Rutledge will consider your complaint closed.

Stage 3 (Appeal)

If you are unhappy with Rutledge's response to your Stage 2 complaint, you have the right to appeal to the Chief Executive Officer (jdoherty@rutledgegroup.co.uk). You should put your complaint in writing, detailing the reason for your appeal, how you tried to remedy the complaint informally and what you would like us to do next. Only those involved in the investigation will be made aware of the complaint.

Please note that you have up to a maximum of 10 working days in order to lodge an appeal. This period begins following your receipt of the investigating officer's findings at stage 2 of the procedure. If you do not lodge your appeal within this timescale, Rutledge will consider your complaint closed.

Rutledge are in receipt of government funds for your training programme. If you have a complaint about Rutledge training provision that is not related to child protection/safeguarding issues you can make a complaint to the Office of the Northern Ireland Public Services Ombudsman. Link to their site noted below.

<https://nipso.org.uk>

Reviewed by: SMT (August 21)