

September 2022



# Complaints Policy

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Signed: 

Review period: Annually

## COMPLAINTS POLICY ISSUES AND UPDATES

PAGES	ISSUE	DATE
Whole document revised	1	13/07/2020
Annual review- No changes	1	03/09/2021
Annual review- No changes	1	26/07/2022

The following policy has been approved by the Senior Leadership Team and the Board of Trustees.

The policy will be reviewed on an annual basis unless circumstances arise requiring the policy to be reviewed earlier.

Approved by Board of Trustees: 15/09/2022

Board signatory: Jon Drown

Planned review: September 2023

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## Policy Overview

### 1.1

The majority of issues raised by parents/carers, members from the community, employers or students, are concerns rather than complaints. Northampton Saints Foundation are committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the Northampton Saints Foundation formal complaints procedure.

Northampton Saints Foundation aim to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by Northampton Saints Foundation. All complaints are upheld and the policy revised where necessary based on the review on the complaints tracker. Any outcomes which require Northampton Saints Foundation to review additional policies and/or procedures will be completed swiftly with notification to all staff.

## Process

### 2.1

The following details outline the stages that can be used to resolve complaints. The Northampton Saints Foundation Complaints Policy has four main stages:

- Stage 1 – A concern is raised informally with a staff member.
- Stage 2 – Formal complaint is heard by the Head of Foundation.
- Stage 3 – Formal complaint is heard by the Managing Director.
- Stage 4 – Formal complaint is passed to the Board of Trustees

This is the policy and procedure for complaints.

### 2.2 Stage 1 - Raising a concern:

Concerns can be raised with Northampton Saints Foundation at any time and will often generate an immediate response, usually by telephone or email, which will resolve the concern. Northampton Saints Foundation request that parents/carers make their first contact with a member of staff or the Head of Foundation. If the complaint is in relation to the Head of Foundation, we request that the Managing Director is contacted.

On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call the Head of Foundation within 10 working days. Northampton Saints Foundation will then look at your complaint at the next stage.

Any staff member that takes responsibility for dealing with a concern will ensure the Head of Foundation is aware, even if resolution is achieved. Complaints from stage 2 onwards are logged on the complaint's tracker.

### 2.3 Stage 2 - Complaint heard by the Head of Foundation:

The member of staff receiving and logging the complaint will report it to the Head of Foundation to follow up or the Head of Foundation will investigate if the parent/carer has contacted them directly. If the complainant is not satisfied, they can be advised to write a formal complaint, addressed to the Managing Director at the Foundation address.

The complaint will be logged, including the date it was received. Northampton Saints Foundation will normally acknowledge receipt of the complaint within two working days of receiving it. In many cases this response will also report on the action that Northampton Saints Foundation have taken to resolve the issue. Alternatively, a meeting may be convened to discuss the matter further.

This meeting will normally take place within 10 working days. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at stage please write to or call Northampton Saints Foundation within 10 working days of getting our response.

You will need to tell Northampton Saints Foundation why you are still not satisfied and what you would like Northampton Saints Foundation to do.

#### **2.4 Stage 3 - Formal complaint is passed to the Managing Director**

If the matter has not been resolved at Stage 2, the complaint will be passed on to the Managing Director at your request. Following the investigation, the Managing Director will normally give a written response within 10 working days. If you are dissatisfied with the result at stage 3, you should let Northampton Saints Foundation know within 10 working days of getting the response.

#### **2.5 Stage 4 - Formal complaint is passed to the Board of Trustees**

It is passed before either responding or recruiting an external source to carry out an investigation. If the matter has still not been resolved at Stage 3, then you should write to or request the complaint is passed to the Northampton Saints Foundation Board of Trustees giving details of the complaint.

The Board of Trustees will go over all evidence and investigation outcomes before providing a response and/or additional actions carried out to resolve the complaint. The further investigation will normally take place within 7 working days of the receipt of the written request for Stage 4 investigation. Any letter addressed to the Board of Trustees should be addressed to: Northampton Saints Foundation, Franklin's Gardens, Weedon Road, Northampton, NN5 5BG.

#### **2.6 Written Records:**

A written record will be kept of all complaints made at all stages of the complaints process. Records and the complaints log will indicate whether complaints have been resolved at the preliminary stages or whether they proceeded to the Board of Trustees.

All correspondence, statements and records relating to individual complaints will be kept confidentially secured on the Northampton Saints Foundation premises available for inspection by a body conducting an inspection (referring agencies, Local Authority) and governmental bodies (Secretary of State) who require access to them.

Additional copies will be held electronically to ensure evidence is always available.

N.B. In cases where the matter concerns the conduct of the Managing Director, the Managing Director will be informed of the complaint. The Chair of Trustees will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Northampton Saints Foundation Board of Trustees, the Chair of Trustees will be informed of the complaint by the Managing Director.