Complaints & Appeals Policy

Updated: October 2026

1. Purpose and Commitment

Dave and Ewe is committed to delivering the highest quality of service to children, young people, adults, employers, and volunteers.

We recognise that service users, learners, and partners have the right to:

- Raise concerns or complaints about our services.
- Access clear information on how to make a complaint or appeal.

As part of our Quality Assurance Monitoring and Feedback, we will:

- Use complaints and appeals data to evaluate and improve our services.
- Review complaints to ensure we meet quality, safeguarding, and customer care standards.

2. Scope

This policy applies to:

- Learners
- Visitors
- Employers
- Volunteers
- Any partner or member of the public engaging with Dave and Ewe.

3. Definitions

A complaint is *any expression of dissatisfaction*, whether justified or not, about the services or conduct of Dave and Ewe. Mobile phones are not permitted on site for learners.

A complainant may raise an issue if they believe we have:

- Failed to provide a service or acceptable standard of service.
- Made a mistake in the way a service was provided.
- Acted improperly or unfairly.

An appeal is a request to review the outcome of a complaint.

4. Principles

When dealing with complaints, Dave and Ewe will:

- Take every concern seriously.
- Handle complaints consistently, fairly, and sensitively.
- Keep complaints confidential where possible.
- Investigate fully and objectively.
- Respond within clear timeframes.
- Use complaint outcomes to improve our services.

5. Informing Service Users

We will ensure all learners, visitors, and relevant partners are made aware of this policy:

- During initial contact, sign-up, or drop-in sessions.
- During appointments for information, advice, and guidance.
- By making the policy available on request and via our communication channels.

6. Complaints Procedure Overview

There are **three stages** to our complaints process:

1. **Stage One – Informal Resolution**
2. **Stage Two – Formal Complaint**
3. **Stage Three – Appeal**

Stage One – Informal Resolution

- We encourage open, early discussion to resolve issues quickly.
- Complaints should first be raised with the person most directly involved:
    - For learners – usually their teacher or session leader.
    - For staff – their line manager (or another manager if the complaint is about their line manager).
- Staff will listen, offer guidance, and work towards resolution.

Stage Two – Formal Complaint

If the issue is not resolved informally, the complainant may submit a formal complaint:

Contact Methods:

- **Telephone:** 07979 191034
- **Email:** Dave@daveandewe.co.uk
- **Post:** Dave and Ewe, Church Farm, Brinkworth, SN15 5AD

Process:

1. Receipt of the complaint will be acknowledged in writing within **2 working days**.
2. A **management team member** will investigate, which may include discussions, clarifications, or meetings.
3. A **full written response** will be provided within **15 working days**.

    a. If more time is needed (e.g., due to complex investigation or staff absence), an interim update will be provided, stating when a final response can be expected.
4. If the complaint is not upheld, reasons will be explained within **10 working days** of the decision.

Stage Three – Appeal

If the complainant is dissatisfied with the Stage Two outcome:

- They may appeal in writing within 5 working days of receiving the outcome.
- The appeal will be reviewed by an appointed person with no prior involvement in the case.
- The final decision will be communicated promptly.

7. Monitoring and Improvement

- All complaints are recorded and monitored.
- Feedback from complaints will be used to improve services and prevent recurrence.
- External advice and support from relevant agencies or awarding organisations will be sought where appropriate.

8. Related Policies

This policy should be read alongside:

- **Safeguarding and Child Protection Policy**
- **Equality, Diversity, and Inclusion Policy**
- **Data Protection and Confidentiality Policy**

Date of Last Review: October 2026

Signed: __David Buscombe _____

Date of next review : October 2027