

COMPLAINTS PROCEDURE

The RSA Academy is committed to providing high quality services and welcomes any suggestions and recommendations for improvement.

To support our commitment to improving the quality of the services we deliver we have adopted a complaints procedure as detailed below.

The principles on which our complaints procedure is based are:

- We will always seek an informal resolution of complaints where possible;
- Our procedure will be publicised and The RSA Academy will promote open access to it;
- All staff will receive information on this procedure during induction;
- All teaching staff and managers will adopt a solution focused approach in response to justified complaints;
- All complaints will be subject to impartial review by a member of staff not involved in the circumstances leading to the complaint.

Issues arising from assessment decisions are to be managed through the appeals procedure.

How to complain

If you wish to make a complaint about our services or your treatment by The RSA Academy you can use this complaints policy.

At any stage of the complaints procedure you are entitled to seek support from any person unconnected with The RSA Academy.

If you feel your complaint is serious you are entitled to proceed directly to Stage 2 of the procedure.

STAGE 1

The first stage of our procedure is to discuss the complaint with the member of staff concerned. This might be done verbally, by telephone or in writing but within one month of the action occurring. The RSA Academy staff will attempt to resolve this issue immediately but if the matter requires further investigation or further information is needed we will get back to you usually within five working days of receiving the complaint but you will be kept up to date with any progress.

STAGE 2

If your complaint is unable to be dealt with at stage 1, you should write (via post or e-mail) to Chairman of The Residential Sprinkler Association (RSA) outlining the nature of your complaint and providing as much detail as possible. This should be within one month of the action that gave rise to your complaint or within one month of completing Stage 1.

The Chairman will respond within 10 working days, acknowledging your complaint and notifying you of who is dealing with your complaint within the RSA. The RSA aim to inform you of the outcome of your complaint within 4 weeks. This deadline may need to be extended in certain circumstances but you will be informed of this in writing.

During the investigation you will be provided with an opportunity to have a meeting to explain the circumstances of your complaint.

Full matters will be reported to the Chairman by the investigating officer and you will be notified of the findings of the investigation. The decision at this stage is final.

Reporting

Details of all complaints together with outcome letters where applicable will be stored. Complaints are discussed during the management meetings in order to improve our services.