
Complaints Procedure

The Company believes that complaints are best resolved internally
The directors commit to handling any complaints quickly, seriously and confidentially.
Complaints about safety or other practical issues can usually be resolved rapidly by talking to a tutor or director. This policy concentrates on complaints against individuals.

Confidentiality

Information about a complaint will only be given to people directly involved.
Everyone will be advised of the need for confidentiality.
Information will be kept securely.

Fairness and Impartiality

Any person complained about has the right to know the details of any complaint against them.
Complaints must be substantiated before any remedial action is taken.
Nobody will be victimised for complaining.

What To Do

Option 1 – Self-help

Try to resolve the problem yourself by talking to the person or people involved. You may find that their actions were unintentional and will stop if you ask.

Option 2 – Seeking Help within Freewheelers

Talk to a tutor or director if you:

Want to discuss your options

Want them to talk confidentially to the person you are complaining about

Want them to bring you together with the other party to conciliate

Need to protect others in the workplace

Option 3 – Seeking outside help

If your complaint cannot be resolved within the Company, you might consult:

Care Managers

The Citizens Advice Bureau

How complaints are resolved

By Agreement

Complaints can be settled by agreement between the people involved.

By investigation

Evidence may be gathered about the complaint.

By remedial action

This may include making an apology, or perhaps by counselling, education or training.

Following this, the situation may be monitored.

In general we regard formal disciplinary procedures as inappropriate to the size and the ethos of our company, and these will only be used in very unusual circumstances.

END OF PROCEDURE

Next review Jul 2020
