

Complaints Policy and Procedure

At Oasis Care and Training Agency, we want to provide you with an outstanding educational experience and an excellent service. One of the ways in which we can improve what we do is by listening to you and responding to your views. Oasis Care and Training Agency values the feedback that students provide, and complaints are monitored, evaluated and reported to Oasis Care and Training Agency's senior management team and annually to Oasis Care and Training Agency's Board of Trustees.

The Complaints Procedure and Feedback Form are available online at <https://www.oasiscareandtraining.org.uk/> or from reception at each Centre. If you require the Policy in an alternative format, please contact us.

We aim to provide you with any guidance and support you may need to complete our complaints procedure. If you need any help, please email, training@oasiscareandtraining.org.uk

Introduction

What is a Complaint? A complaint is an expression of dissatisfaction about an aspect of a service or facility provided by Oasis Care and Training Agency to enrolled students.

Who can make a Complaint?

- Students who are currently enrolled on a course/programme/activity at Oasis Care and Training Agency.
- Parents and guardians of vulnerable adults enrolled at Oasis Care and Training Agency as students insofar as their complaint relates to a service or facility provided by Oasis Care and Training Agency.
- Employers who have employees enrolled on a course/programme/activity at Oasis Care and Training Agency insofar as the complaint relates to a service or facility provided by Oasis Care and Training Agency.
- Members of the public insofar as their complaint relates to a service or facility provided by Oasis Care and Training Agency.

We would not normally accept a complaint from:

- Ex-students unless the complaint is received by Oasis Care and Training Agency within four weeks of the end date of the course.
- An anonymous source.
- Third parties on behalf of 19+ students e.g. parents / guardians / employers of adult students. Adult students are expected to bring their complaints themselves.

Oasis Care and Training Agency has the right not to accept complaints (e.g. where a complaint is judged to be frivolous, vexatious or malicious).

Separate procedures exist for the following:

- Appeals relating to assessment decisions, covered by Oasis Care and Training Agency's Assessment Appeals Procedure
- Disciplinary issues covered by Oasis Care and Training Agency's Code of Conduct

Policy; you are unable to use the Student Complaints Procedure to complain about an issue arising under the Student Disciplinary Procedure or which relates to a breach of the Code of Conduct.

- Complaints relating to bullying and harassment are covered by Oasis Care and Training Agency's Anti- Bullying and Harassment Policy.

Copies of the above procedures are available online at <https://www.oasiscareandtraining.org.uk/> or the Reception at each site.

Complaints Procedure

Stage 1- Informal Complaints Procedure: If you are a student of Oasis Care and Training Agency, you should in the first instance raise any concerns with your tutor. You may also raise concerns through the curriculum manager. If the concern is about your tutor or curriculum manager, you should raise your concern with the Head of Training at your Centre. Oasis Care and Training Agency aims to resolve the issues you raise within 10 working days.

Stage 2 – Formal Complaints Procedure: If your complaint has not been resolved using the informal complaints procedure, or if it is inappropriate to use the informal procedure because the complaint is of a serious nature, you may make a formal complaint. Your complaint may be referred back to the informal complaints procedure if you skipped that stage without due consideration.

How to make a formal complaint: Formal complaints must be made in writing using either a feedback form available online at <https://www.oasiscareandtraining.org.uk/> or by email or letter addressed to:

Caroline Knight

Oasis Care and Training Agency

24-32 Murdock Street,
Peckham,
London,
SE15 1LW

Email: cknight@oasiscareandtraining.org.uk

Telephone (020) 7639 6192

<https://www.oasiscareandtraining.org.uk/>

Your written complaint should include clear detailed reasons for your complaint, an indication of the resolution or outcome you seek, and copies of any documents upon which you wish to rely.

The Head of Training administers the formal complaints process and will acknowledge, monitor and respond to your complaint in writing. Oasis Care and Training Agency aims to acknowledge, investigate and report on the outcome of your formal complaint and any resulting action within 20 working days of receipt of your complaint. These timescales may be extended by Oasis Care and Training Agency in certain circumstances e.g. where the issues raised by a complaint are serious ones or to take account of holidays.

You can normally expect:

- **Complaint acknowledgement:** Your complaint to be acknowledged by the Head of Training within 3 working days of receipt of the complaint by Oasis Care and Training

Agency

- **Complaint investigation, outcome and action:** An investigation of your complaint will be undertaken by the Head of Training. Oasis Care and Training Agency manager may in his/her discretion meet with you to discuss the complaint, your concerns and the resolution or outcome you seek. Oasis Care and Training Agency manager may also meet with other individuals as part of the investigation if appropriate e.g. individuals who may be witnesses. Oasis Care and Training Agency manager will reach a decision about your complaint and report the outcome and any resulting action to the Director **Mohamed Yusuf.**

Oasis Care and Training Agency aims to complete this stage within 15 working days of receipt of your complaint.

- **Complaint response:** Oasis Care and Training Agency aims to provide a written response to you within 20 working days of receipt of your complaint. The Deputy Director Teaching, Learning and Student Services will inform you of the outcome of your complaint and any resulting action. If after 10 days of getting a response from the Head of Training, you do not request for a review, a Completion of Procedures letter will be sent to you to close the matter.

Stage 3 - Review of Formal Complaints: Oasis Care and Training Agency aims to investigate and resolve all complaints in a fair and reasonable manner. If you are not satisfied with the outcome or any action taken relating to your formal complaint you have the right to request a Review on one or more of the following grounds:

- New material evidence has come to light which was not reasonably available at the time of the complaint investigation
- You believe the outcome of the complaint was manifestly unreasonable &/or any resulting action was disproportionate
- The complaints procedure was not followed.

Your request for a Review must be made in writing within 10 working days of the date of Oasis Care and Training Agency's written response to your complaint to:

You must explain clearly the reasons for your request for a Review including the grounds upon which it is based and enclose copies of all the documents you wish to rely upon.

The Quality Manager will acknowledge your review request within 3 working days of receiving it.

The Director will consider your request for a Review and determine whether it meets one or more of the grounds stated above. If your request for a Review does not meet one or more of the above grounds, Oasis Care and Training Agency will not consider your request for a Review. A Completion of Procedures letter will be sent to you by the Director to close the matter. However, if the Director determines that your case needs to be reviewed, a letter will be written to you detailing who will lead the Review (reviewing manager) and what the Review will involve including timelines. You will receive a letter about the Review arrangements or a Completion of Procedures letter within 10 working days of receipt of the Review request.

In coming to a decision on a Review, the reviewing senior manager will consider as appropriate the documents relating to the complaint and the information provided in your request for a Review. The senior manager may hold a Review meeting to which you will be invited in order to gather more information.

The senior manager may meet with other individuals as part of the review; this may include

individuals named in your complaint.

Review outcome: The outcome of a Review will be either to:

- Uphold the complaint outcome and/or any action.
- Substitute an alternative outcome and/or action.

You will be informed in writing of the outcome of the Review normally within 5 working days of it being decided upon by the senior manager. The decision of the senior manager is final and Oasis Care and Training Agency will not further consider your complaint. The Review outcome will be contained in a Completion of Procedures letter.

Next Steps

Following the conclusion of a Review and the receipt of a Completion of Procedures letter, you may be able to take the matter further with the Education and Skills Funding Agency (ESFA)

General principles applying to the Informal and Formal Complaints Procedure

- The Complaints Procedure links to the Code of Conduct which outlines what you can expect as a student at Oasis Care and Training Agency and what we expect from you.
- Oasis Care and Training Agency aims to deal with complaints in a fair, reasonable and timely manner.
- Complaints will be handled sensitively and with due consideration to confidentiality for both students and staff. Dealing with a complaint or Review may involve discussion and liaison with staff and students.
- Staff and students named in a complaint or Review may be informed by Oasis Care and Training Agency of the substance of the complaint or Review and where appropriate may receive a copy of the complaint or Review. They may have the right of reply as part of any investigation.
- Complaints are managed and overseen by the Head of Training to ensure consistency, fairness and independence.

All complaints will be monitored and where possible used to improve and develop the services provided by Oasis Care and Training Agency.

Appendix

Review - Notes & Guidance

Prior to the stage 2 and 3 meetings

- The manager may invite other individuals to attend the meeting (e.g. individuals named in your complaint / request for a review of personnel involved in your complaint).
- You may bring one other person with you to the meeting e.g. a friend, relative or representative. If you have any requirements (e.g. English as a second language, a learning difficulty and/or disability) you may bring a second person with you. You should notify the manager in advance of the meeting of anyone who is to accompany you.

- You may not bring a legal representative with you.

At the stage 2 and 3 meetings

The process to be followed during the meeting is at the discretion of the manager but will normally be as follows:

- You or your representative will present your complaint.
- The manager may ask questions.
- The manager may invite other individuals to comment. The manager may question them. You may question them.
- The manager will explain that a decision will be made and that you will be informed in writing of the outcome.
- If you do not attend the meeting without a good reason the meeting may proceed and a decision may be made in your absence.

Appendix: FLOW CHART OF THE COMPLAINTS PROCESS

