

Knowsley FACE – Concerns and Complaints Policy

Policy:	Concerns and Complaints
Academic Year:	2024/25

The service aims to distinguish between a concern or a difficulty which can be resolved informally and a formal complaint that will require investigation. We aim to ensure that any concern or complaint is managed sympathetically, efficiently, quickly and at the appropriate level for resolution as soon as possible. We will try to resolve every concern or complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, we will review our systems and procedures in light of the circumstances of the complaint. We can only resolve issues or concerns if we know about them.

There may be instances where our ability to investigate a complaint thoroughly may be hindered by lack of information or our ability to speak with individuals directly relating to any concerns raised or the nature of any complaint. Personal details may be shared internally where it is essential for responding to and resolving any concern or complaint. We will always investigate a complaint as far as we are able with the information provided. We expect any concern, difficulty or complaint to be raised in a respectful manner avoiding the use of aggression, verbal or written abuse, intimidating behaviour or threats of violence to people or property.

Stage 1

Raise your concern or difficulty with a member of staff orally or in writing so that he or she can discuss your concern/difficulty with you and have a chance to put things right.

You can expect your concern to be acknowledged within 5 working days of receipt by telephone, email or letter and you should receive a response and an explanation with 15 working days.

Stage 2

If your concern or difficulty cannot be resolved informally, then you can make a formal complaint in writing. You should set out the details of your complaint, the consequences for you as a result and the remedy you are seeking.

You can expect acknowledgement within 5 working days of receipt by telephone, email or letter and a response within 15 working days. Although our aim is to resolve all matters as quickly as possible, inevitably some issues may be complex and require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. You will be informed if a matter requires more detailed investigation.

Stage 3

If you are not satisfied with the response to your complaint, then you can write to the Head of Service for the complaint to be reviewed. You should set out the details of your complaint, the consequences for you as a result and the remedy you are seeking. You can expect acknowledgement within 5 working days of receipt and a response within 15 working days. Although our aim is to resolve all matters as quickly as possible, inevitably some issues may be complex and require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. You will be informed if a matter requires more detailed investigation.

If you remain dissatisfied with the subsequent reply from the Head of Service, then you have the option of raising your complaint through Knowsley Council's Complaints Process – 'Have Your Say' or write to the Customer Liaison Team, Knowsley Metropolitan Borough Council, Archway Road, Huyton, L36 9UX.

Date Policy to be reviewed:	August 2024
By whom:	Michael Atherton