



SPPA
Social Pedagogy
Professional Association

Complaints Policy 2017-2018

A. Introduction

The Social Pedagogy Professional Association (SPPA) is committed to upholding high-standards of service when working with our members. We have developed a Complaints policy to outline our approach to receiving and responding to complaints.

B. The scope of this policy

On any occasion in which SPPA does not meet the expectations of our members, we aim to deal with complaints and provide satisfactory resolutions quickly, fairly, and effectively. We aim to make sure that:

- Making a complaint is as easy as possible
- We deal with complaints promptly, respectfully and if possible, with confidentiality
- We learn from our complaints and treat them as an opportunity to improve our services

We review our complaints procedure every two years.

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1. What is a Complaint?

A complaint is any expression of dissatisfaction, whether justified or not; with services provided by the Social Pedagogy Professional Association (SPPA), any member of SPPA staff, a SPPA trustee; or any dissatisfaction that relates to SPPA and requires a formal response.

2. How to complain to SPPA?

If you wish to complain to SPPA, you can do so by email or post. If you are disabled, and need a reasonable adjustment to ensure you can register your complaint, you can contact us alternatively by telephone, and a member of staff will help you write out your complaint.

3. Pledge

We treat all complaints as an opportunity to improve. We acknowledge that we may sometimes make mistakes, and in every case, we will do everything in our control to satisfy the complainant.

4. Procedure

We have a three-stage complaints procedure, outlined below.

Stage 1: This is where we anticipate most complaints will be resolved.

- 1.1. Download a complaints form from our website, and return to sppa@ucl.ac.uk.
- 1.2. We will confirm receipt of each complaint within 5 working days. After we've received a complaint, a member of the SPPA team will contact the complainant over the phone, to discuss and identify an informal resolution to the complaint.

- 1.3. Complainants will receive a written response or explanation within 10 working days.
- 1.4. The written response will outline what steps SPPA will take to address the complaint. It will also notify the complainant that they have 28 days in which to ask for the complaint to be reviewed if they remain dissatisfied with the response they have received.

Stage 2: Any advanced complaints will come forward to this stage.

- 2.1. If complainants are dissatisfied with the Stage 1 response to their complaint then they will be advised to contact the SPPA CEO, stating the reason they are dissatisfied with the outcome and to ask for the complaint to be given more consideration.
- 2.2. We will confirm receipt of each complaint within 10 working days. After we've received a complaint, the SPPA CEO will contact the complainant over the phone, to discuss and identify an informal resolution to the complaint.
- 2.3. Complainants will receive a written response or explanation within 20 working days.
- 2.4. The written response will outline what steps SPPA will take to address the complaint. It will also notify the complainant that they have 28 days in which to ask for the complaint to be reviewed if they remain dissatisfied with the response they have received.

Stage 3: The most advanced complaints will come forward to this stage.

- 3.1. If complainants are dissatisfied with the Stage 2 response to their complaint then they will be advised to contact the Chair of SPPA's Trustee board, stating the reason they are dissatisfied with the outcome and to ask for the complaint to be given more consideration.
- 3.2. Each stage 2 complaint will be delegated to a member of the SPPA trustee board, who will respond within 20 working days of receipt confirmation, with a full written response detailing how SPPA has addressed the complaint, and its position on the complaint going forward.

For more serious complaints, or in the unlikely event a complainant is still dissatisfied after all stages of our complaints procedure, they will be advised to contact the Charity Commission's guidance for complaints.

5. Confidentiality

All complaints received will be managed with confidentiality, and in accordance with the requirements of the Data Protection Act 1998, SPPA's Data Protection Policy, and subject to the need to disclose information as required by statutory authorities, and/or as a result of legal obligations placed on the Charity.

6. Review

This policy will be reviewed at intervals of 2 years to ensure it remains up to date and compliant with the law. The first review date will be September 2018.

7. Declaration

I confirm I have read and understood SPPA's Data Protection Policy and will act in accordance with it.

I am connected with this organisation in my capacity as a

- Member of staff
- Volunteer
- Trustee/ management committee member

Signature:

Print name:

Date:

Please return this form to the Secretary.