STATEMENT OF COMPLAINTS

NW Academy is a responsive organisation guided by a set of core values. We welcome comments and complaints and are committed to dealing with them fairly and effectively. While we always want to get it right first time, complaints can be a valuable part of quality improvement. NW Academy sets high standards and we want to know if we fall short of achieving them.

The Principles of the Policy

1. We encourage feedback from all our students, staff, subcontracters and anyone associated with our business.

2. All NW Academy employees have a responsibility to ensure that any complaints are received, acknowledged and resolved as quickly as possible, and in line with our working principles.

3. NW Academy is committed to maintaining the highest quality and service standards across all our services and activities. Receiving feedback and complaints enables us to improve our services.

4. Providing an accessible system that enables people, (especially our service users) to tell us about any concerns they have is important. This may involve us in using different communication methods, or, if the person making the complaint does not use English as their first language, we may communicate with them via another method, for example a translator.

5. We will handle any information received confidentially (information will only be shared with those who need to know), investigate fairly and will provide a clear explanation. If a complaint is upheld, preventative action for the future will be identified.

6. We discourage complaints being made anonymously, because this makes it difficult to investigate properly and impossible to respond to the person making the complaint. However, we will always consider anonymous complaints, but this is likely to be on a more limited basis than would otherwise be possible.

7. We deal with all complaints regardless of the time period after the event has occurred. In some circumstances we will consider a complaint outside that time period if you can give a good reason for not bringing it to our attention earlier and if, in our view, it is still possible to investigate the complaint effectively and fairly.

8. We will not be able to deal with a complaint which is subject to legal proceedings or is judged to be vexatious.

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