

Pennypit Trust Staff Problem Solving and Complaint Procedure

1. Informal procedure

It is hoped that in most instances failings and shortcomings will be of a minor or passing nature, which can be dealt with verbally and informally. If any staff/employee has a problem with the way another staff is behaving or actions taken by them they should speak to them directly or ask the staff manager to do so. If a problem is raised by someone else, such as a participant or parent, the issue should be passed to suitable person such as the staff manager to so they can attempt to resolve the issue.

2. Formal procedure

Where the informal procedure has not satisfactorily resolved the issue or is inappropriate, the complaint may have to be resolved through the formal procedure.

The Procedure

1. If the informal procedure does not produce the desired behaviour change or the initial incident is very serious, a written report setting out the nature of the complaint shall be made to/by the designated committee member.
2. Within 10 working days (if possible) from the receipt of such a report, the staff coordinator shall present the complaint to the staff concerned and arrange an interview. The staff concerned may be accompanied by a friend to assist or represent him / her.
3. The staff manager, if it is considered appropriate, may suspend an employee who is the subject of the formal complaint procedure pending an arranged meeting.
4. The interview will be carried out by the committee member delegated the task of problem solving in the presence of the staff manager. These two people will form the complaint process panel.
5. The complaint panel will hear evidence and decide what action shall be taken, ensuring that a proper written record is made and kept on file. The staff will be informed in writing of the action to be taken after the investigation.

Support

At any stage during this process the staff can seek support from the staff manager, or committee member delegated the task of problem solving. This might be to:

- listen and offer moral support
- explain any part of the procedure
- help to identify the options open to the staff
- help draft a letter

Recording

The outcome of the formal procedure will be recorded and be kept securely on file. The report shall include:

- a summary of the problem
- a note of any agreed corrective action
- a note of any warning that has been given and the period after which this warning will be disregarded.

Copies of this report will be given to each party.

Appeal Procedure

If the employee is dissatisfied with the decision taken as a result of the formal procedure, he or she can approach the committee member delegated the task of problem solving, which will help present an appeal to the Trust.

If the Trust is unable to resolve the complaint to the satisfaction of all parties then they will refer the complaint to the National Governing Body who will be the final adjudicator.

Confidentiality

The complaint panel will keep the details of the complaint confidential other than to those directly involved in the disciplinary procedure.

GDPR Complaints

You can exercise any of the following rights by writing to us in the first instance. Your rights in relation to your personal information are:

- You have a right to request access to the personal information that we hold about you by making a “subject access request”
- If you believe that any of your personal information is inaccurate or incomplete
- You have the right to request that we correct or complete your personal information
- You have the right to request that we restrict the processing of your personal information for specific purposes; and
- If you wish us to delete your personal information, you may request we do so

If you remain dissatisfied, you have a right to raise a complaint with the Information Commissioner’s Officer at www.ico.org.uk

Complaint against a member of the complaint panel

If a complaint is made against a member of the complaint panel, another member of the committee will be delegated to act in their place.