

KSVN Complaints and Appeals procedure.

Formal Complaints Procedure.

Purpose:

To provide an effective Complaints and Appeals system in order to encourage feedback and improve the quality of facilities/services that KSVN provides.

Scope:

The Appeals Policy pertains to any/all KSVN activities, provision and services.

Complaints are deemed to involve notification of dissatisfaction, grievance or fault finding about KSVN.

Responsibilities

The Co-Directors are responsible for dealing with all complaints, except those made regarding the Co-Directors. External mediator / consultants will be contracted should the complaint be regarding the Co-Directors, or should the complainant be dissatisfied with the response by the Co-Directors, to their initial complaint.

KSVN will thoroughly investigate any complaint, whether formal or informal, relating to the day to day operation of the School and the standards of the service we provide. The following areas are excluded from this procedure:

- Exam appeals are dealt with by the Awarding Body's exam appeals policy.
- Curriculum content are referred on to the Awarding Body.
- Employment issues for KSVN staff, which are covered in the details of the Job Description.
- Any matter that is the subject of legal action.
- Any complaint that is deemed to be malicious and without any supporting evidence.

Student Complaints:

Where a student makes a complaint against a student or member of staff, KSVN should ensure, as far as reasonable & practicable, that the student is not harassed/bullied by any third party (student, member of staff or member of public).

Informal Complaints.

Students must endeavour to resolve a complaint informally before commencing with the Formal Complaints Procedure. This should involve a discussion directly with the relevant team member or with the Lead Tutor or Co-Director. This should take place within fifteen days of the issue arising.

If the complainant should wish to remain anonymous they should approach one of the two Co-Directors. The informal complaint, related discussions and outcome must be recorded & placed in the students personal file. A letter noting the complaint, a summary of the conversation & the agreed outcome must be sent to the complainant within fifteen working days of the resolution.



Only if this has been attempted will the formal complaints procedure be initiated.

Formal Complaints.

KSVN Ltd takes any complaints very seriously

Formal complaints should be submitted in writing and sent, with supporting information to one of the Co-Directors at: info@ksvn.co.uk

These will then be reviewed by one of the Co-Directors who will send a written acknowledgement of the complaint (within 3 working days) & formulate a plan of action. Options include:

- To request clear & comprehensive information to support the complaint and to gather information (written, verbal testimonies / interviews and physical evidence). Procedure would then require a meeting be called with the individuals concerned within ten working days of receipt of the complaint. All such documents will be filed securely. Details of the meeting would be recorded and distributed afterwards, provided a resolution be reached, within fifteen working days.

Informing staff:

Where a member of staff (or group of staff) is the primary subject of a complaint, then the designated Co-Director dealing with the complaint, shall write to the identified member of staff indicating that they have been named in a complaint, together with the following information:

- Date complaint was made
- Nature of the complaint
- Their role and likely interaction with the member of staff against whom the complaint is made
- What will happen to the outcomes of the investigation
- The mechanisms by which the named member(s) of staff may respond to the complaint

Note: At this stage the identity of the complainant may remain anonymous however there may be occasions when the complainant's identity may be required to be released which is a decision for the Co-Directors. If the complaint is not upheld, then complainant should be made aware that external legal action may be taken.

The Co-Directors must make it clear to the complainant that complaints are taken seriously, and that KSVN may take action to protect its employees.

To appeal against a decision:

- If the issue can not be resolved with dialogue as noted above, KSVN commits to obtain the services of a mediator / external individual to review the information collected. The mediator will review the information previously gathered, interview the parties involved and make recommendations. This process will be completed within fifteen working days. If this reaches agreement the decision by the mediator is final and will be communicated in writing.

If the issue can not be settled in this way, the complaint may be referred to:



The Skills Funding Agency if the complaint refers to Further Education:

complaintsteam@sfa.bis.gov.uk

Ofsted if the complaint refers to any service in relation to Further Education:

www.Ofsted.gov.uk

VetSkill if the complaint relates to the Qualification

www.vetskill.com

The Royal College of Veterinary Surgeons if the complaint is of a VN professional nature:

vetnursing@rcvs.org.uk