

# Procedure for dealing with complaints

## Introduction

This procedure explains Tutor The Nation’s approach to dealing with complaints and grievances, where complaints are raised by those external to the organisation and grievances raised by those within the organisation. The procedure should be read alongside the *Whistleblowing Procedure*, although Tutor The Nation encourages individuals to lodge a complaint or grievance before whistleblowing.

## Procedure

### Raising a complaint or grievance

A complaint or grievance can be raised by any individual that has come into contact with Tutor The Nation and may concern the policies and procedures of the charity, the behaviour of its volunteers or staff, or, in the case of staff members, its working practices.

Complaints or grievances should, in the first instance, be sent via email to the following recipient:

<b>Subject of complaint or grievance</b>	<b>Complaint addressed to</b>
Staff member	Line manager <sup>1</sup>
Volunteer	Senior staff member
Trustee	Chair of Trustees <sup>2</sup>

### Responding to a complaint or grievance

Wherever possible and appropriate, the individual responsible for handling the complaint or grievance will first attempt to seek an informal resolution. This informal resolution may involve discussions with the subject of the complaint or grievance in an effort to seek a mutually agreeable solution.

<sup>1</sup> In the case of a complaint or grievance against the most senior staff member in the organisation, this should be addressed to the Chair of Trustees.

<sup>2</sup> In the case of a complaint or grievance against the Chair of Trustees, this should be addressed to any other trustee.

If this is not possible, or the complaint or grievance is more serious, then it will be handled according to the following steps by the individual outlined in the above table.

1. A written acknowledgment of the complaint or grievance will be sent within 7 days.
2. The official investigating the complaint or grievance will interview relevant staff or volunteers, review relevant documentation, and liaise with the complainant to ensure all information has been made available.
3. The official investigating the complaint will decide on a course of action to respond to the complaint.
  - a. This may include invoking Tutor The Nation's internal disciplinary procedures or safeguarding policies including the *Procedure for dealing with allegations or concerns about a volunteer or staff member working with a child*.
4. The official investigating the complaint will communicate their decision to the complainant.

If a complainant is not happy with the outcome of this first stage of the investigation, they may escalate their complaint. In all cases, an escalated complaint will be dealt with by either the most senior staff member or, if they were the official investigating the first stage or are otherwise involved in the complaint, the Chair of Trustees.

A Stage 2 investigation will involve a review of the facts established within the Stage 1 investigation. After this has taken place, the official investigating may choose to uphold the decision taken during the Stage 1 investigation or update them. In either case, this decision will be communicated in writing to the complainant.

If a complainant is still not happy with the outcome of the investigation, they may choose to refer their complaint or grievance to the Charity Commission, or via the routes outlined in the *Whistleblowing procedure*.

## In the event of questions or concerns about this statement

In the first instance, all questions and concerns about this statement, or Tutor The Nation's other safeguarding policies and procedures, should be raised with the charity's Designated Safeguarding Lead, Ros Llewelyn, via email to [safeguarding@tutorthenation.org](mailto:safeguarding@tutorthenation.org).

Further questions concerning safeguarding and child protection should be directed to the NSPCC's Child Protection Helpline - 0808 800 5000.

This policy was last reviewed on 17th August 2023.

This policy will next be due for review on 17th August 2024.

Approved By: Rosamund Llewelyn, Director of School Partnerships

Signature: 