

Lynwood School of Veterinary Nursing

PROCEDURE FOR COMPLAINTS AND FEEDBACK



COMPLAINTS POLICY

The purpose of the complaints' procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

MAKING A COMPLAINT

We ensure that all complaints are dealt with promptly, politely and confidentially. It is important to us that you feel able to approach the heads of centre with any matter of dissatisfaction. We want to make it as easy as possible so that it can be resolved quickly and efficiently.

All complaints are recorded so that we can review them annually to ensure that we can improve the service we provide by listening and responding to the views of our learners and practice members, and in particular by responding positively to complaints, and by putting mistakes right.

INFORMAL COMPLAINTS

Any complaint must be managed by the heads of centre.

We aim to resolve informal concerns quickly and sensitively.

Keep matters discreet.

Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

FORMAL COMPLAINTS

- We aim to acknowledge a complaint in writing or by email within 3-5 working days.
- Every formal complaint will be handled by the heads of centre
- If you are not satisfied with the initial response or way the complaint has been handled. You can write to the heads of centre within 21 days expressing your concerns and asking for the complaint to be reviewed.
- We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.
- If you are still dissatisfied with the response to the complaint you can write to the Academic Board stating the reason why you are dissatisfied. The Academic Board will aim to respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

FEEDBACK

We are happy to receive feedback on any aspects of the school. If you wish to give us feedback, please email us at school@lsvn.co.uk

References:

<https://www.alt.ac.uk/complaints-policy> Accessed 15.07.2019