



Stirling
School of English SCIO
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Complaints Procedure

Statement of Values

The Stirling School of English SCIO is a voluntary organisation that aims to:

- promote mutual understanding and equal opportunities
- provide accessible and appropriate services of the highest quality developed from best practice
- develop partnerships to make the best use of resources
- strive to improve services in the light of experience, feedback and innovation

Standards of Service

The Board of Management of the Stirling School of English is committed to:

- providing high quality services
- being helpful and courteous to all volunteers and service users
- giving a named person in all communications
- ensuring that the public knows how to contact the most appropriate person
- regularly consulting partners and service users about the services we provide
- taking all reasonable steps to make our services as accessible as possible

Statement of Intent

This Complaints Procedure has been produced in line with the core values and Standards of Service set out previously

- The Stirling School of English recognises that a complaint is an expression of dissatisfaction that an individual wishes to have addressed and presents an opportunity to improve our service
- The Stirling School of English will address complaints positively, quickly and courteously and treat all complaints equally and seriously
- The Stirling School of English will record all complaints, keep individuals informed of progress and record the action taken to address them

Procedure for making a complaint

1. Students

- Initial complaints should be addressed to the relevant tutor and/or the Volunteer Manager in person
- If the issue cannot be resolved between the student and the tutor, the tutor must immediately inform the Volunteer Manager, if the complainant has not already done so
- The Volunteer Manager will record the complaint and try to resolve the issue. All participants will be kept informed of progress and outcome
- If the student is not happy with the decision of the Manager, he/she can appeal to the Board. This should be done in writing. The Board may delegate consideration and final determination of the matter to a sub group or Sub Committee.

2. Volunteers

- Initial complaints should be addressed to the Volunteer Manager in person, so it can be dealt with immediately.
- If the complainant is not entirely satisfied with the response provided, the complaint should be put in writing and addressed to the chairperson
- In normal circumstances the complainant will receive a reply within 2 weeks
- The complaint, the answer and the action taken to address the problem will be logged
- If the complainant is still not satisfied, he/she can request a meeting with the Board, which will in normal circumstances be convened within 1 calendar month. The outcome of the meeting will be recorded and the complainant will receive a copy of the Board's decision in writing. Such decisions shall be final.

3. Board members and Volunteer Manager

- Initial complaints should be addressed to the chairperson in writing.
- In normal circumstances the complainant will receive a reply within 2 weeks
- The complaint, the answer and the action taken to address the problem will be logged
- If the complainant is not entirely satisfied with the response provided he/she can request a meeting with the Board, which will in normal circumstances be convened within 1 calendar month. The outcome of the meeting will be recorded and the complainant will receive a copy of the Board's decision in writing. Such decisions shall be final.

4. Complaints from a Third Party

- All complaints from third parties shall be referred immediately to the Volunteer Manager.
- The Volunteer Manager shall endeavour to resolve the issue to the satisfaction of the complainant.

- In the event that this is unsuccessful, the Volunteer Manager shall report the particulars of the complaint to the chairperson. The chairperson shall in turn determine whether the matter should be reported to the Board of Management.

Recording complaints

All complaints should be handled confidentially and professionally.

Complaints should be captured in electronic format, wherever possible. This would either be completed online by the complainant OR completed on their behalf by the Volunteer Manager, volunteer or Board member and sent to the complainant for their signature. Where the original complaint is captured in paper format this should be scanned and held electronically and the original paper form destroyed.

Security and Retention

To comply with the GDPR policy, all complaints should be recorded on files that are password protected, and preferably encrypted. Access to these records should be restricted by these data security measures to the appropriate levels of staff/ Board, as set out in the Complaints Procedure itself. The same principles should apply to complaints held by the Chair.

If the complaint is recorded in paper form then the School will store it a lockable metal storage box that is held in the lockable storage cupboard in Level One belonging to the Stirling School of English. The key to the cupboard and the storage box is held by the Volunteer Manager.

Complaints will be retained for the period of one year.

Feedback

In line with the Complaints procedure, volunteers may discuss any concerns they have at any time with the Volunteer Manager. If the matter in question relates to the Volunteer Manager, the volunteer may choose to raise the matter directly with the chairperson.

If the Volunteer Manager is unable to resolve the issue he/she will refer the matter, with the permission of the volunteer, to the Board of Management.

Reporting on Complaints

As the Stirling School of English recognises that complaints and the School's response to them provide opportunities to reflect on and improve our service, regular reporting is important. The Volunteer Manager shall provide regular reports to the Board of Management on any complaints arising since the previous Board meeting. Such reports should be summarised at least quarterly and included in an annual report to the Board.

Review of complaints procedure

Complaints procedure to be reviewed annually in June by Board of Management in consultation with the Volunteer Manager.

Last review: June 2022