

Complaints Policy



Values and principles

You have the right to complain: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

Equality: you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

Fairness: we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

Safety and welfare take priority: we will always give priority to concerns that affect safety and welfare.

Confidentiality: we treat complaints as confidentially as possible.

Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person, we might need to pass on our concerns to the right authorities.

How to make a complaint?

If you have a complaint, it is often best to start by having a conversation with someone at JDH Training as they may be able to help to resolve your problem. However, you can also make a written complaint to the Director.

We accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

What will we do to investigate?

We will give an initial response to your complaint within five working days. We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people. We will try to gather any information that may be relevant to handling your complaint.

Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

How will I know what is happening?

We will keep you informed of any delays in responding to your complaint and also of the final outcome.

What are the possible outcomes or results of my complaint?

In many cases, we are able to resolve problems informally. This might include:

- A change in arrangements for particular activities
- An explanation or apology
- An agreement to communicate or act differently in future
- If an informal resolution is not suitable, then a manager will look at the information about the case. We will try to make sure that this manager does not contain anyone directly involved with your complaint. They might decide to take the following action:
 - Formal disciplinary action against a member of staff
 - Changes in formal contracts or arrangements put in place
 - A decision to refer the case to another organisation.
 - Closure of your complaint without action