



Complaints and Appeal Policy 2021

Introduction

Little Land of Adventures are committed to providing a high-quality experience to all its clients, through its accounting and other professional services. It encourages a positive environment in which informal contact and feedback from all clients are welcomed and where complaints can be dealt with effectively.

Little Land of Adventures Complaints & Appeals Policy outlines the processes to be used when a client or member of staff, or third party raises concern about any issues relating to our services.

Policy Aims

To provide a clear framework to help anyone who is not satisfied with services to raise their concerns and to ensure that Little Land of Adventures will respond effectively

- To ensure that Little Land of Adventures has systems in place to implement improvements as a result of a complaint
- To encourage prompt resolution at an early informal stage
- To ensure that all complaints are dealt with seriously, fairly and sensitively, with no prejudice or victimisation of a complainant
- To raise awareness of the policy and procedures and ensure that staff understand the processes through appropriate training
- The aim of this policy is to provide protection and resolution for our staff and visitors and any other audience seeking to complain or appeal against an action taken by Little Land of Adventures accounting or one of its representatives
- This Policy outlines the steps the complainant needs to take and how the complaint will be dealt with and resolved. It also outlines how complainants may appeal against a decision they are unsatisfied with
- Little Land of Adventures staff need to be particularly aware of the details within this policy - as do complainants prior to making a complaint or appeal.

Definitions

A complaint is an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation. Requests for services or changes to services, comments and suggestions, focus groups and questionnaire feedback and assessment.

Disciplinary appeals are not considered as complaints and therefore do not fall within this process.

Roles and Responsibilities

All formal or informal complaints should be passed immediately to the Little Land of Adventures Company Directors.

- **The Directors are** responsible for receiving all formal complaints and is responsible for logging and monitoring the complaints in accordance with the procedures below
- **All senior staff** have a responsibility to record complaints, treat them seriously and to forward them to the Company Director
- All complaints should be dealt with promptly
- Complaints relating to the quality of a training venue are included in this process
- **The Company Directors have** responsibility to take the lead role in resolving complaints, through investigation (when appropriate) and responding to the complainant. This will most likely require assistance from key/relevant staff as required
- **A formal appeals process is available to complainants via the Association of Accounting Technicians**

Confidentiality

All complaints will be handled sensitively and with discretion. If a member of staff makes a complaint against another member of staff, that member of staff must be informed about the substance of the complaint so that they are able to make a response. If, in exceptional circumstances and for justifiable reasons, a complainant wishes to remain anonymous from the individual about whom the complaint is made, this may be considered, for example in cases of harassment.

Little Land of Adventures management will not generally investigate anonymous or malicious complaints.

Complaints and Appeals Procedures

Informal Complaints

- 1.1 It is hoped that most complaints can be dealt with 'Informally'
- 1.2 Concerns should be raised in the first instance with the person or area concerned as soon as possible, and not later than three months after the incident. If appropriate, a meeting will be offered between the person complaining and the area they are complaining about to arrive at an agreed resolution
- 1.3 If a learner reports a fault with the venue (e.g. dirty floor, broken furniture etc.) the client should report this back the Company Director who will aim to resolve the issue.
- 1.4 At this informal stage complaints may be made in person, by phone or by email
- 1.5 All informal complaints, even when satisfactorily resolved, should be forwarded to the Company Director to be logged and reviewed within the quarterly review process

2. Formal Complaints

Where complaints are serious, or the matter has not been resolved informally, the complainant should raise a formal complaint (within 3 months following the incident) under the following procedure.

- 2.1 **Submitting a complaints letter.** All complaints must be submitted to Little Land of Adventures (along with any supporting evidence) via post or email directly to the Company Directors.

- 2.2 **Acknowledgment:** The Company Directors will acknowledge the complaint or appeal within **5 working days**, stating who will be investigating the complaint and that a response will be provided within **20 working days**. Certain (exceptional) cases may take longer than 20 working days to review, in which case the Complainant will be notified, and a revised time scale provided
- 2.3 **Logging:** the complaint: The Company Directors maintains a LOG of all complaints and their progress
- 2.4 **Investigation** of the complaint: The Company Directors will initiate the investigation. During this stage the complainant maybe contacted for further information or to be invited to meet with the Directors. Witnesses may be invited to record in writing their experiences and version of events as necessary.
- 2.5 **Resolution:** The Company Directors will consider the complaint thoroughly and will make a judgement based on the evidence gathered and will decide to:
- Dismiss the complaint as unfounded, giving reasons
 - Uphold or partially uphold the complaint, propose an amicable settlement, take appropriate steps to address the issue and to avoid a similar problem arising in the future
 - The investigation outcome will be communicated to the complainant by the Company Directors, who will record and retain copies of all correspondence
- 2.6 **Monitoring:** the complaint: The Company Directors will monitor all logged complaints to ensure they are resolved within the allotted 20 working days. The Company Director will notify the complainant if we are unable to meet the agreed timescale and will provide full details of the reason why and the new timescale to be followed. This will only be required in the most exceptional of circumstances
- 2.7 **Evaluation:** a record of complaints, appeals and outcomes will be recorded within Little Land of Adventures complaints Log database. These will be stored securely, and actions may be carried out to address the issues raised and training provided if required
- 2.8 **Appeals** If the complainant is dissatisfied with the response they receive as an outcome of the investigation, they may appeal to Little Land of Adventures directors (within 20 working days of the date on the response letter or email) The appeal should be made in writing stating reasons for the appeal and any action they are seeking
- The Company Director will investigate the complaint and decide to:
- Uphold the original decision/dismiss the complaint as unfounded
 - Uphold or partially uphold the complaint, recommend appropriate steps to be taken to address the issue and to avoid a similar problem arising in the future
 - Invite the complainant to attend an appeal hearing
 - A written notification of the result of the appeal will normally be sent within 20 working days of Little Land of Adventures receiving the appeal.
 - The decision of the Company Directors is final. If the complainant is dissatisfied with the response they receive as an outcome of their appeal, they may seek Further/Final resolution in by writing to:

Address: [Unit 53, Beveridge Way, Newton Aycliffe, DL5 4DU](#)

GUIDANCE NOTES

How to Make a Complaint or Appeal

The Complaints & Appeals Form enables you to make a formal complaint about any issues relating to Little Land of Adventures services and/or representatives. If you only wish to provide feedback on our services (comment, compliment or make a suggestion) or wish to make an **informal complaint**, please email Little Land of Adventures.

Making a Formal Complaint

If you are significantly dissatisfied with any aspect of Little Land of Adventures service or the behaviour or performance of one of its representatives, please submit your concern in writing and return it via e-mail to: **XXXXXXXXXXXXXXXX**

You will receive an acknowledgement within 5 working days, and following an investigation into your complaint, we will send a full response within 20 working days of receiving your complaint (unless informed otherwise).

How to Appeal

If you are dissatisfied with the response you receive to your complaint, you may (within 20 working days of the date on your response letter or e-mail) appeal to the Company Director in writing, stating your reasons and any actions you are seeking. You will be notified in writing of the result of your appeal (normally within 20 working days of receiving your appeal). If you are still dissatisfied with the response, you may seek FURTHER/FINAL resolution from:

ADDRESS: **Unit 53, Beveridge Way, Newton Aycliffe, DL5 4DU**