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The Charity Commission	Charity Commission Direct PO Box 1227 Liverpool L69 3UG  Tel:0845 300 0218 Email: <a href="mailto:enquiries@charitycommission.gsi.gov.uk">enquiries@charitycommission.gsi.gov.uk</a>

**For all other matters, advice or to obtain a copy of the Complaints & Compliments Policy:**



RMET Corporate Offices:  
 Ruskin Mill  
 Old Bristol Road  
 Nailsworth  
 Stroud  
 Gloucestershire  
 GL6 0LA

Telephone: 01453 837620  
 Email: [enquiries@rmet.org.uk](mailto:enquiries@rmet.org.uk)



## Complaints or Compliments

### Our Policy

This information sheet describes Ruskin Mill Educational Trust's (RMET) policy. It also explains the way in which complaints, comments and compliments can be made and the procedures that the Trust will follow for investigating them and putting things right where they have gone wrong.

RMET supports the rights of every student, member of staff, partner organisation or member of the public to raise issues, make complaints or express compliments about our work.

We recognise that learning from feedback helps us to put things right and to improve and develop the services that we offer.

## We will:

- ▶ Make sure that people know how to make a complaint or give a compliment and are fully supported in doing so.
- ▶ Ensure that we treat everyone fairly, openly and equitably and that we are consistent in the way in which we investigate complaints.
- ▶ Treat both those who complain and those who are the subject of a complaint with dignity and respect, equally irrespective of race, ethnic origin, gender, marital or parental status, sexual orientation, religion or belief, disability, age or political belief.
- ▶ Act fairly, not apportion blame, but seek to identify problems or weaknesses, to address these and to identify remedies and improvements.
- ▶ Make sure that all parties understand the process and the timescales involved and are kept informed of progress.
- ▶ Give advice to those who complain or are the subject of a complaint about their options to obtain independent advice and the procedure for escalating their complaint if not satisfied with our response.
- ▶ Endeavour to investigate complaints with minimum delay. Our aim is to complete investigations within 3 weeks, although sometimes complex complaints may take longer to resolve. Where delays are unavoidable, all parties in the process will be kept informed of progress.

## Useful Contacts

<p>The Learning &amp; Skills Council (LSC) Yorkshire &amp; the Humber</p>	<p>Mercury House 4 Manchester Road Bradford BD5 0QL</p> <p>Tel: 0845 019 4169 Fax: 01274 444 005 Email: <a href="mailto:westyorkshireinfo@lsc.gov.uk">westyorkshireinfo@lsc.gov.uk</a></p>
<p>LSC West Midlands Office</p>	<p>NTI Building 15 Bartholomew Row Birmingham West Midlands B5 5JU</p> <p>Tel: 0845 019 4143 Email: <a href="mailto:BirminghamSolihullInfo@lsc.gov.uk">BirminghamSolihullInfo@lsc.gov.uk</a></p>
<p>LSC South West Office</p>	<p>West of England Regional Office St Lawrence House 29-31 Broad Street Bristol BS99 7YJ</p> <p>Tel: 0845 019 4168 Email: <a href="mailto:westofengland@lsc.gov.uk">westofengland@lsc.gov.uk</a></p>
<p>The Commission for Social Care Inspection</p>	<p>Telephone : 0845 015 0120 Email: <a href="mailto:enquiries@csci.qsi.gov.uk">enquiries@csci.qsi.gov.uk</a></p>

## The Colleges

<p><u>Ruskin Mill College</u></p> <p>Principal: Michael Frosch</p>	<p>Ruskin Mill College The Fisheries Horsley Gloucestershire GL6 0PL</p> <p>Tel:01453 837500 Fax: 01453 837506 Email: <a href="mailto:info@rmc.rmet.org.uk">info@rmc.rmet.org.uk</a></p>
<p><u>Glasshouse College</u></p> <p>Principal: Richard Rogers</p>	<p>Glasshouse College Wollaston Road Amblecote Stourbridge West Midlands, DY8 4HF</p> <p>Tel: 01384 399400 Fax: 01384 399401 Email: <a href="mailto:enquiries@ghc.rmet.org.uk">enquiries@ghc.rmet.org.uk</a></p>
<p><u>Freeman College</u></p> <p>Principal: Helen Kippax</p>	<p>Freeman College Sterling Works 88 Arundel Street Sheffield S1 2NG</p> <p>Tel: 0114 2525940 Fax: 0114 213 0299 Email: <a href="mailto:enquiries@fmc.rmet.org.uk">enquiries@fmc.rmet.org.uk</a></p>

- ▶ Operate a system of “extended confidentiality” to ensure safe and best practice for the wellbeing of students.
- ▶ Ensure that data is handled correctly and held securely. It may not be possible to maintain confidentiality in certain circumstances. This would include allegations which involve third parties or where criminal activity has been found to have taken place.
- ▶ Write to the person making the complaint and tell them about the outcome of the investigation. They will be invited to contact the investigator in case of query and of the action that they can take if they are not satisfied with the way in which the complaint was handled.
- ▶ Apologise if we have done something wrong.
- ▶ Recognise individuals and teams whose efforts attract compliments.

## How to make a complaint or a compliment

If anyone is dissatisfied with our action, lack of action or quality of service, they are fully entitled to complain.

Equally, we are delighted to receive compliments, comments and suggestions about our work.

## Step One

If you would like to make a complaint or a compliment, please contact us at the addresses listed below. It would help us if you could provide the following information:

- ▶ Your name
- ▶ Your contact details
- ▶ Your preferred means of contact
- ▶ The name of the student on whose behalf you may be contacting us (where relevant)
- ▶ The nature of the matter, including the effect that it has had on you/a student
- ▶ Any suggestions for putting things right
- ▶ The name of staff members or volunteers, if known whose efforts or achievements you feel worthy of praise.

## Step Two

a. When we receive a complaint, we will assign a member of staff to investigate the issue. He or she will contact you, ideally within 5 working days to arrange a meeting or telephone conversation in order to discuss the complaint in more detail.

This may include:

- ▶ Clarifying and understanding the details of the complaint.

- ▶ Discussing the outcome that you would find acceptable.
- ▶ Checking whether anyone needs support of any kind.
- ▶ Explaining the investigation procedure and the next steps in the process.

- b. We will investigate as swiftly as possible and ideally complete this **within 3 weeks**. If there are likely to be delays in resolving the problem, we will advise you and let you know how much longer it might take.
- c. We will write to you and explain the outcome of the investigation.

## How to take matters further

If you are not satisfied by the handling of the investigation, you are entitled to contact the College Principal or RMET Chair of Directors for further investigation.

All complaints made to College Principals or RMET Chair of Directors at this stage should be in writing, unless this is not possible for you to do.

You may also wish to contact the Learning & Skills Council (LSC), Commission for Social Care Inspection, the Charity Commission or any other agency which regulates RMET's work. Contact details for these agencies are listed below.

Most external agencies will expect you to have completed RMET's complaints procedures before raising the matter with them, but they will always give advice.