

**ACADEMY/COLLEGE CHARTER & LEARNER COMPLAINTS PROCEDURE POLICY**

**College Charter**

At Reynolds Training Academy we are committed to providing education and training of the highest possible quality. Our Academy/College Charter tells you how we aim to do that and what you can expect.

**As a Learner at Reynolds Training Academy you will be provided with:**

* Free and accurate information through our prospectus and individual course/programme information leaflets
* Acknowledgement of all enquiries and applications within 7 working days
* A fair and thorough opportunity to join our programmes through our Admissions Policy
* Accurate information before you enrol on any fees and costs for each programme
* Information about sources of financial help, upon your request

**As a Learner at Reynolds Training Academy you can expect:**

* Support with your studies
* A Learner Handbook within 10 working days of starting your programme which will provide you with the general information you need to know about the Academy/College
* A Course Handbook within 10 working days of starting your programme which will provide you with the general information you need to know about the course
* A study programme which has been planned to ensure it meets your needs for personal development, employment and/or further studies
* Regular opportunities for assessment, reviews of your progress and recording of your achievements through a meeting with your personal tutor at least once every 8 weeks
* Agreed learning support and individual guidance at all stages of your programme;
* The opportunity for all Learners to develop their skills in English and Maths and receive guidance and support in the use of ICT

**Teaching which meets your needs:**

* High quality teaching
* No classes cancelled except in exceptional circumstances

**Facilities which are sufficient and meet your Personal Needs with:**

* Access to sufficient specialist facilities to help you do your course work
* Access to extra curricular activities
* Safety through the enforcement of health and safety regulations throughout all areas of the Academy/College
* Access to Learner support and counselling facilities, educational guidance facilities and careers guidance facilities

**Equality of Opportunity**

* Easy access to the key documents such as the College Charter and the Disability Statement
* Information about the Academy’s/College’s Equality, Diversity & Inclusion Policy
* A fair chance and opportunity to access, attend and complete Academy/College programmes, provided through:
  + Additional learning support for basic skills
  + Additional learning support for speakers of languages other than English
  + Specialist equipment and staffing as appropriate for Learners with learning difficulties and/or disabilities as outlined in the Disability Statement

**An Employer or a Member of the Local Community you can expect:**

* Education and training which responds to your needs
* The opportunity to express your views about the Academy/College through regular contact and through an annual Employers’ survey
* A list of key Academy/College contacts, upon request
* Acknowledgement of any enquiries within a maximum of 5 working days
* Information on progress and attendance of any Employees attending the- Academy/College at least once a term

**Meeting our Commitments**

If you feel that we have not met any of the commitments in the Charter, if you feel dissatisfied with some other aspects of the Academy/College or if you’d like to let us know that we are doing something well, we would like you to get in touch with us. We want to continually improve our services and need your help in doing so.

You can get in touch with us by the address below or by phoning us on 01322 275807.

**COMPLAINTS PROCEDURE**

Reynolds Training Academy is committed to dealing with complaints seriously, promptly, confidentially and to the highest possible standard.

**Introduction**

Reynolds Training Academy aims to provide a high quality service to Learners but recognises that occasionally things do go wrong. The level of service that may be expected from the Academy/College is set out in the College Charter.

In many cases problems or misunderstandings can be dealt with by discussion between staff and Learners, but in other instances it may be appropriate to pursue the matter in a more formal way.

This Procedure is intended as a guide to all Learners, demonstrating the way complaints should be made and how they should be resolved in an effective way. Whatever the complaint, it should be dealt with promptly and fairly and in accordance with the Academy’s/College’s official Policy and Procedure. Learners thinking of making a complaint may wish to consult the Academy/College office for advice before doing so.

This Complaints Procedure is part of the Academy’s/College’s process of quality review and improvement. Complaints are considered as useful feedback rather than criticism and are always valued.

If Learners have any comments to make about this procedure, please contact the Administration Team within the Academy/College office.

**The Process**

**Step 1**

Any Learner with a complaint about any aspect of their course should in the first instance discuss the problem with the member of staff most directly concerned. If the Learner is uncomfortable approaching this person, they can approach any other appropriate tutor. Most problems can easily be resolved in this manner.

**Step 2**

If, having discussed the manner with the relevant individual, the Learner remains dissatisfied or if the complaint concerns a member of staff or is of a personal nature, the Administration Team at the Academy/College office should be contacted.

When making a complaint, it is helpful if as much information as possible is provided with a clear indication of the nature of the complaint. Any steps already taken to resolve the problem should also be described.

There are a number of ways to register a complaint, which are outlined below.

* Letter

All letters of complaint should be sent to the Principal at the following address:

**Reynolds Training Academy**

**Orchard House**

**Kent Road**

**Dartford**

**Kent DA1 2AJ**

* **Email -** [**training@reynoldsgroup.co.uk**](mailto:training@reynoldsgroup.co.uk)
* **Telephone – 01322 275807**\*

\*Unfortunately, the Academy/College cannot guarantee that a member of staff will always be available to receive phone calls. If contact cannot be made by telephone, it is advised that an alternative method is used.

**Step 3**

All Learners’ complaints will be acknowledged by the office within 10 working days of receipt.

**Step 4**

On receipt of a complaint, depending on the seriousness of the complaint, the office will contact the most senior member of staff or Principal and an investigation will take place. The staff member investigating the complaint will contact the Learner within a maximum of 10 working days.

In cases where an investigation lasts for more than this time, the Learner will be notified. However, the Learner may contact the office directly at any time.

Wherever possible the Learner will be contacted by telephone with the results of the investigation into the complaint. If the Learner is satisfied with the outcome, the complaint will be closed.

**Step 5**

If the Learner is not satisfied with the outcome, they may request that the matter be reinvestigated. The complaint will be passed to the most senior member of staff and the Learner will be invited to give more information.

All correspondence will be recorded by the office and reported to Academy/College staff on at least an annual basis. For reasons of confidentiality the names of all complainants will not be included in any report.

**Step 6**

If the Learner is not satisfied with the internal complaints procedure and outcome, recourse can be made with the appropriate Awarding Body, who will determine the most appropriate course of action.

**RTA Academy/College Charter & Learner Complaints Procedure Policy – reviewed 8-8-2023 / 1-3-2024**