

The Complaints Procedure for learners and others (against training providers)

This complaints procedure is designed to provide a systematic approach to dealing with complaints that may arise.

There are two formal stages to the complaints process:

Stage 1

Most individuals will complain verbally either face-to-face or via telephone, it is important that you record your grievance in writing or any other way that is accessible to you. Informal procedures should be responsive, regardless of whether the complaint is in writing. The Playwork Unit will keep a record of all complaints made.

The procedure for a complaint about a training provider's alleged non-compliance with the Code of Practice will then be:

1. The Playwork Unit will conduct an initial investigation and write to the training provider within 30 working days of receiving the complaint, giving details of the complaint. The Playwork Unit reserves the right to scrutinise the records of complaints that may be held by other inspection bodies as part of its initial investigation.
2. The training provider investigates and responds to the Playwork Unit within 21 working days of the date of receiving the letter.
3. The Playwork Unit records the response on the training provider's registration file and writes to complainant(s) within twenty-one working days. If complainant(s) satisfied with response no further action will be taken.

Stage 2

If complainant(s) is not satisfied with the outcome of Stage 1 they have the right to take their complaint to the Playwork Education and Training Council (PETC) where a PETC Complaints Sub Committee will hear it for a final decision. The complainant has 21 days to lodge the complaint from the date of the response letter (see 3 above).

The Complaints Sub Committee will comprise:

- The chair of PETC or their nominated representative

- Two other members of PETC
- A Playwork Unit representative.

The nature and outcome of official complaints will remain confidential, as appropriate. This includes correspondence and investigation notes. Such notes will be kept on record for one year, after which they will be destroyed.

If concerns are proved to be valid the outcome may result in the withdrawal of the use of the Code of Practice logo for an agreed period.

The training provider will have the right to appeal to the Playwork Education and Training Council about complaints related to the non-compliance with any part of the Code of Practice. The PETC Complaints Sub Committee will conduct an appeal

Dated 01 January 2013

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