Nature Days Complaints Policy

1.1 We aim to provide a positive experience for all participants at Nature Days.

We respond to all complaints positively so we can provide the best service possible.

It is possible at times for problems to occur in which case please speak to the member of staff who dealt with your session before leaving the session. If this is not possible please contact Dawn Thomas who will investigate the issue and respond to you either in person, by telephone or by email.

1.2 We aim to ensure that:

a) making a complaint is as easy as possible;

b) we deal with complaints promptly, politely, fairly, factually and confidentially [where appropriate];

c) we deal with complaints as an expression of dissatisfaction with our services which calls for prompt response;

d) we respond in the right way, with explanation, apology or information as appropriate;

e) we review and learn from complaints, improving our service.

1.3 We recognise that many concerns may be raised informally and dealt with quickly. However if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy will be followed.

1.4 Complaints regarding teaching of ITC courses, assessment, administration and quality assurance in a Nature Days, a Centre approved to offer ITC qualifications, should be referred Nature Days in the first instance, who will investigate the matter following their own internal complaints procedures.

1.5 If you are dissatisfied with a decision made by an Nature Days then ITC Appeals

process must be used, detailed in ITC document ‘P5 Appeals Policy'

**Formal Complaints to Nature Days**

3.1 This formal complaint procedure is intended to ensure all complaints are handled fairly and

consistently.

3.2 A formal complaint should be instigated if informal methods have not resolved the concern.

3.3 Nature Days will:

a) respond to all formal complaints in writing within 5 working day from receipt either to give a

response or to indicate that a full investigation requiring third parties is required.

involved. The time period normally being 20 working days (4 weeks): 15 working days to

investigate and provide a verbal response with 5 further working days to provide a written

response;

c) log complaints and expressions of dissatisfaction on the electronic log. This register will be shared with the Policy Review Committee quarterly, with an additional annual review, for trends and appropriate actions to mitigate further occurrences;

d) deal reasonably and sensitively to the complaint;

e) take action where appropriate.

3.4 The complainant should:

a) complain in writing. Where learners are unable to do this and have special considerations,

telephoning will be considered;

b) use the word ‘complaint’ to avoid any misinterpretation of any comment, or other statements

or correspondence received;

c) raise concerns and explain clearly all details, the consequences that have arisen as a result

and the form of redress or change in operations that are sought;

d) complain within 8 weeks of the occurrence.

3.5 If the complainant is not satisfied with the response then they can then appeal following the

Appeals Policy

3.6 If the complaint has not been resolved via these processes and if the complaint is against these

processes/operating systems of the awarding organisation/body, then there is the possibility to

complain to the ITC, Regulators of Qualifications in England (Ofqual) and Scotland (SQA

Accreditation).

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