

Catch22 policy

Complaints, Compliments & Feedback

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Catch22 reserves the right to amend this policy, following consultation, where appropriate.

Policy Owner:	<i>Chief Financial Officer</i>
Queries to:	<i>Feedback@catch-22.org.uk</i>
Date created:	<i>July 2008</i>
Date of last review:	<i>April 2021</i>
Date of next review:	<i>April 2022</i>
Catch22 group, entity, hub:	<i>Catch22</i>

1. Summary

This policy:

- safeguards the rights of individuals using our services, and ensures we improve services by learning from our errors and successes
- covers people who receive our services, people (other than our own staff) involved in the care or welfare of our service users, and any other organisation or individual on whom our services impact
- looks at making a complaint, the three complaint stages (local/informal complaint resolution, organisational/formal complaint resolution and panel hearing/appeals), in what circumstances we might suspend or not apply this policy, and related policies.

2. What is the policy about?

We welcome and support people to make complaints, comments and compliments about our services. A complaint is an expression of dissatisfaction with our services and a request for us to put things right. Comments and compliments can be as valuable as complaints in highlighting areas for improvement or extending excellence in service provision. Our policy safeguards the rights of individuals using our services, and ensures we improve services by learning from our errors and successes.

3. Who is the policy for?

Our policy covers:

- people who receive our services
- our people other than our own staff* involved in the care or welfare of our service users (*sessional workers, volunteers, agency staff and contractors (these are not employees and therefore not covered by the Grievance Policy))

- any other organisation or individual on whom our services impact.

Complaints from our own employees are dealt with in line with other relevant policies (see section 12), for example our grievance policy.

Complaints in a prison setting are dealt with under the Prison Procedure which is attached at Appendix A.

Complaints in a school setting are dealt with under the School Complaints Procedure which is attached at Appendix B.

Complaints in our Employability services (G4S) are dealt with under the agreed procedure which is attached at Appendix C.

Complaints relating to IR35 can be found on attached at Appendix D.

4. Policy statement

We are committed to:

- improving the lives of all the people we work with, and to working with their families and carers, communities and other organisations to achieve this
- providing the best possible services for everyone we work with
- learning from our mistakes, and continuing to improve on what we do

Our handling of complaints and comments forms an important part of this approach. As part of our philosophy, we seek to deal positively and decisively with issues of concern, and so we:

- treat anyone making a complaint, comment or compliment with respect
- support anyone wishing to make a complaint to do so, keeping them informed of the process at all stages
- deal with all complaints as swiftly as possible, and maintain confidentiality as far as possible
- train all our staff to use this policy
- encourage managers to try to resolve complaints locally and informally, in discussion with the person making the complaint

- treat fairly staff about whom a complaint is made, in line with our employment policies
- review the effectiveness of our policy, and monitor the level and nature of complaints, comments and compliments

5. Making a complaint

We make everyone we work with aware of this policy by giving them information on how to make a complaint or register a comment or compliment using a freepost form, via email or letter, and by providing an online form via our website.

Whenever possible complainants should be encouraged to put their complaint in writing however if this requirement would pose a barrier to the person making the complaint then a verbal complaint can be accepted. This should then be written up and sent back to the complainant for them to agree that it is an accurate record of the issue(s) they wish to have addressed.

A dedicated email address for Complaints is available for use feedback@catch-22.org.uk and is monitored every day except weekends and bank holidays.

Complaints made via a social media platform will not be responded to via an open platform.

These will always be escalated through line management and to relevant SLT who will ensure that the External Affairs team is alerted and treated as an organisational/national complaint due to the potential public relations issues involved. Staff must not engage in a discussion or debate in a public forum but invite the complainant to contact us directly using the feedback@catch-22.org.uk email address or by post.

In recognition of the communication methods available, except for complaints raised via a social media platform, the response will take the form used by the complainant i.e.

- Email – response by email (no letter attached)
- Letter – response by letter
- Feedback form – response as directed on the form
- Webform (website) – response by email unless directed otherwise

n.b. If a copy of a letter is to be sent by email, it must be in a non-editable form e.g. PDF in order to reduce the risk of subsequent misuse of the branded Catch22 logo/paperwork.

A complaint must be made as soon as possible – and no more than three months – after an incident has occurred. We may extend this time limit if:

- the complaint could not reasonably have been made earlier, and
- we can still investigate the facts
- we will not investigate where the subject of a complaint relates to events more than one year before the date we receive it.

Where a person we work with wishes to make a complaint about another organisation's services, we will assist them to do so in line with that organisation's complaints procedure.

Catch22 also recognises that in some circumstances other bodies may provide alternative routes for complaints and these will be dealt with as required depending on the nature and route of the complaint. In prisons, where Directors Rules apply to complaints management, suitable complaints management processes must be implemented. The Prison complaints process is detailed at Appendix A. Schools should refer to the School Complaints Procedure at Appendix B. The Employability related complaints process is attached at Appendix C.

Each service must maintain a local log of complaints received and outcomes, and review these at team meetings. The log is available for inspection by the relevant director, the Chief Officers Group and (where contractually agreed) commissioners and other third parties.

6. Categorisation of complaints

Under this policy complaints will be classed under two categories,

- local/informal complaints and
- organisational/formal complaints.

The following criteria apply when determining which category a complaint falls into: -

Local/informal complaints will -

- Be in writing or verbal and
- Not allege a serious breach of policy or standards and
- Not have been aired on social media and
- Be resolvable within the control of the local service.

Examples of locally managed informal complaints could include failure of a worker to alert a service user to a change of appointment time, breakdown of working relationship between service user and worker that can be resolved by either local intervention, mediation or change of worker, neighbor complaints about noise or nuisance which have not involved the police or local authority.

These complaints must be dealt with by the local responsible manager and logged in a complaints log held in the service to provide a record of the issue being raised and dealt with.

The local responsible manager must:

- explain when the complainant can expect a response (usually within seven working days)
- where the matter can be resolved locally, provide a thoughtful response based on an understanding of the full circumstances and the other options available to the complainant under this policy if they remain dissatisfied

If the complainant is unhappy with the response and wishes to appeal against it then the complaint should be escalated through line management to SLT and if needed the Chief Operating Officer with all relevant documentation attached so that it can be reviewed and, if necessary investigated further, as an organisational/formal complaint.

Organisation/formal complaints will -

- Be in writing (this may include verbally given complaints that have been written up and agreed as an accurate record with the complainant) and/or
- Allege a serious breach of policy or standards including, but not limited to:

- Recruitment and selection
- Safeguarding
- Health and safety
- Operational practice

and/or

- Have been made on a social media platform (complaints aired via social media have the potential to cause organisational reputational damage and so must be addressed as an organisational/formal complaint) and/or
- Have escalated from a local/informal complaint because the complainant is unhappy with the response or the issue is ongoing
- Any complaint where there is an indication that it has been shared with the local MP, Regulator, local authority, the Media or any other indication of external body or reputational impact

If you are unsure how to categories or deal with a complaint, contact the Feedback mailbox who will assist.

7. Roles and responsibilities

7.1 Complaint Administrator

Will –

- ensure that the complaint mailbox is monitored, and relevant Business Directors are notified of any complaint made centrally
- provide basic procedural advice such as response timings
- be the first point of contact for organizational complaints
- manage the recording of all centrally made complaints

7.2 Commissioning Manager

Will -

- be the relevant Director for the area the complaint is made or implicated in, however can should they see fit delegate to another Senior Manager in their directorate.

- be responsible for assigning an Investigating Officer should the complaint be complex or involve a several people. They will advise the Complaint Administrator of the appointment.
- Agree a set of terms of reference for the investigation

7.3 Investigating Officer

Will –

- be a manager from the same directorate but not the same service
- be responsible for undertaking the investigation
- If necessary, arrange to meet the complainant and any other relevant people (including witnesses) to collate statements and establish the facts.
- then write a report and discuss their findings with the relevant director or delegated authority.
- the director, or delegated authority, will give the Complaints Administrator an analysis of the cause of the complaint, and report any action taken or recommended.

8. Process

8.1 Acknowledgement

The Complaints Administrator will usually acknowledge an organisational/ formal complaint within one working day of receiving it (maximum three working days). This acknowledgement sets out the next steps and when the complainant can expect to hear more (normally within 28 days). If the investigation is going to take longer, either the Complaints Administrator or the relevant SLT business leader will write to give the expected completion time and explain the reason for the delay.

8.2 Investigation

8.2.1 Terms of Reference

The Commissioning Manager will agree a terms of reference for investigation which will whether there is evidence to show a breach of policy or standard, or negligence, misconduct or deliberate wrong-doing on the part of an individual or individuals relating to the complaint. The objectives will establish whether there is evidence to show a breach of policy or standard, or negligence,

misconduct or deliberate wrong-doing on the part of an individual or individuals relating to the complaint.

These terms of reference must be written to allow the investigator to establish whether the allegations are

- upheld
- partly upheld
- not upheld

8.3 Response

When the investigation is complete, the director will decide, or approve, how to respond to the complainant. The complainant will be written to with the outcome of the complaint including whether their complaint has been upheld, partly upheld or not upheld. This response should come from the director or delegated authority. This response may be restricted for reasons of confidentiality or data protection (for example, if the staff member involved is subject to disciplinary action). The response will be copied to the:

- complainant's advocate (if they had one)
- service/project manager and/or assistant director or head of service
- Complaints mailbox.

Please note: not all complaints require a formal investigation process to be applied. If the complaint can be resolved with evidence/information that is readily available, then it is in all interests to close the complaint as quickly as possible. If however there has been a serious breach of policy or standards and/or the nature of the complaint indicates that there may be disciplinary action that could arise if the allegation is found to be upheld, then a formal investigation must be carried out.

9. Appeals

If the complainant is dissatisfied with the result of the organisational/formal complaint process, they can appeal in writing. They must do this within 28 days of receiving the response, explaining why they are dissatisfied with the result.

An appeals panel will be formed, comprising of:

- a director not previously involved in the complaint (this may be the commissioning director if they have delegated the initial complaint management)
- Chief Operating Officer
- an independent person from an unrelated part of the business. (In very exceptional circumstances an external person may be invited to be part of the panel – this decision will be made by a nominated COG member and the relevant director. An example of this would include inviting a local authority commissioner or other relevant person to be part of the panel if the complaint is part of the delivery of a statutory service e.g. leaving care).

The panel will review all the information available and undertake any extra investigation they deem necessary, which may include talking to the complainant. The panel may recommend mediation if members believe this will resolve the dispute. The Panel must write to the complainant within seven days of the panel meeting, outlining its findings.

In some services e.g. social care services, if the complainant is still unhappy with the outcome of their complaint, they may refer the complaint to the local authority or to an external ombudsman for further review.

10. Suspension/non-application of procedure

A complaint will not be considered, or further considered, through this procedure where in relation to the substance of the complaint:

- It has been withdrawn by the complainant, unless the Charity decides that there is merit in pursuing the complaint, e.g., to identify any lessons learnt
- It repeats a complaint that has previously been considered through the complaint's procedure
- It is being or has been investigated by an independent body and/or in accordance with the arrangements set down by the commissioner of the relevant service;
- Following a request for clarification from Catch22 it remains unclear;

- There is reason to believe that the use of the complaint's procedure may be damaging to the interests/well-being of a child or vulnerable person;
- The charity does not have the powers to grant the outcome the complainant is seeking (in these cases the complainant will be directed to the organisations/agencies who are able to make the relevant determination);
- The complainant is vexatious and/or frivolous in that they have persistently made or continued to pursue a complaint which after investigation is found to have no substantive basis and/or there is reason to believe such complaint has not been made in good faith/is a part of campaign of harassment against individual workers. In determining whether a complaint is vexatious, the complaint(s) and responses should be reviewed by the Chief Operating Officer (or equivalent grade) to ensure that all issues have been addressed.
- Where the subject of complaint relates to events more than one year before the date the charity receives the complaint;
- the complainant has stated in writing that he is taking or intends to take proceedings to court or tribunal.
- The charity has been notified that any person is conducting an investigation in contemplation of criminal proceedings; or
- The charity has been notified that criminal proceedings are pending

The Chief Financial Officer and Chief Operating Officer will jointly determine any complaint which should be subject to suspension/disapplication of process for one of these reasons and the complainant (and relevant commissioner, where appropriate) will be informed.

11. Local complaints monitoring and management accountability

Operational directors, assistant directors, and heads of are responsible for carrying out an annual review of service complaints logs to ensure that these are being maintained and used to track complaints resolution and share organisational learning. Service managers are likewise responsible for ensuring that complaints, comments, and compliments are discussed in team

meetings so that all staff have the opportunity to participate in discussions about service improvements and share learning.

12. Compliments and other feedback

Catch22 welcomes compliments and other feedback on the services we provide and the people who work for us. These can be recorded locally or sent through to the feedback@catch-22.org.uk for central recording. All positive feedback must be acknowledged within 3 working days and, where it relates to an individual, the content should be shared with that person at the earliest opportunity.

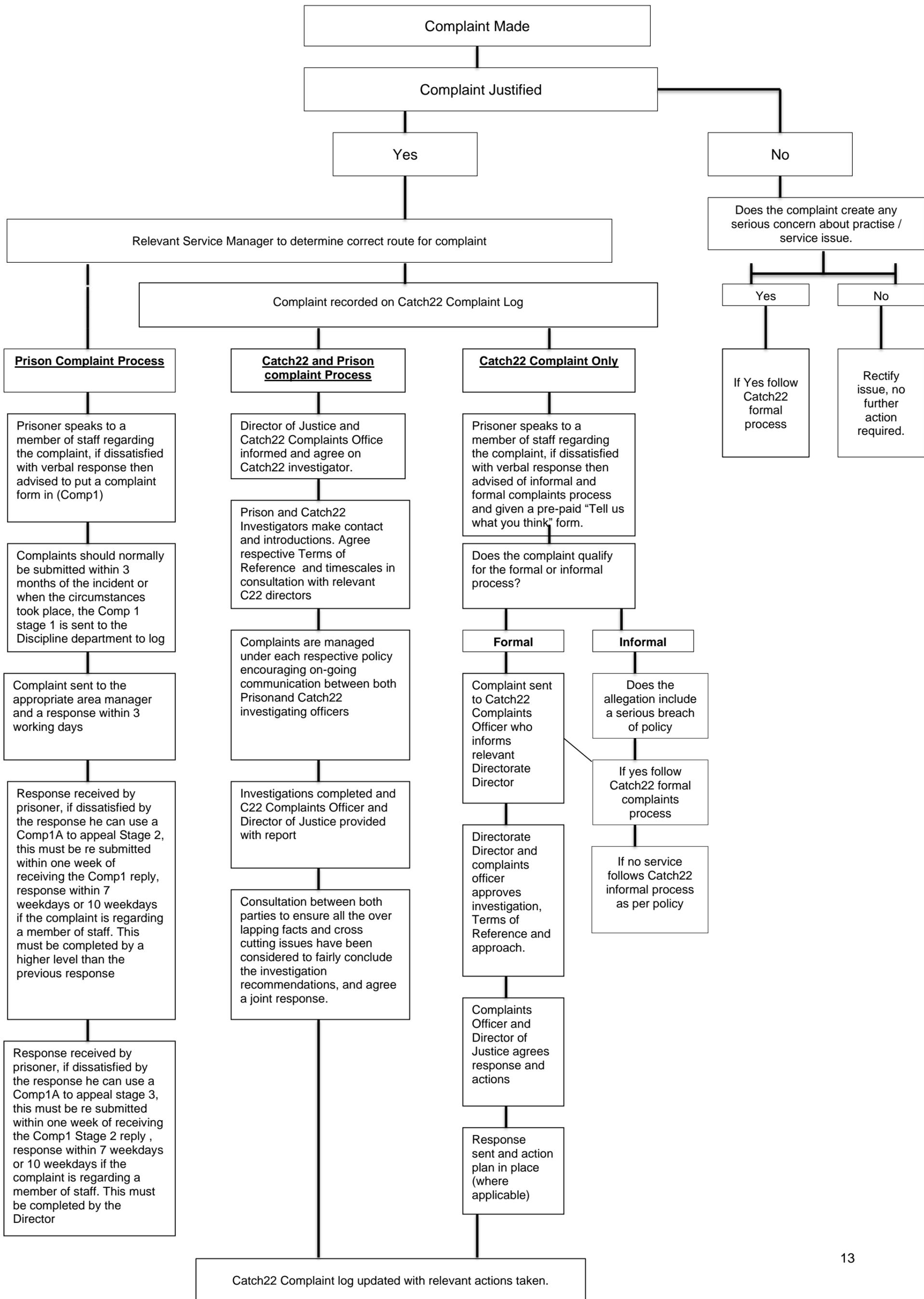
Suggestions for improvement not relating to a complaint must also be acknowledged and manager should reflect in their response the consideration they have given or will give to the suggestion. If appropriate, the response should include a brief outline of changes made, to be made or why the change cannot be actioned as appropriate.

13. Related policies & documents

The following policies and documents may need to be read alongside this policy in certain circumstances and are relevant to it. All these documents can be found in 4policies.

- Whistle-blowing policy
- Safeguarding policy
- Grievance policy
- Disciplinary policy
- Good Complaints Handling – A guide for services
- Data Protection policies
- Code of Conduct policy

Appendix A - Complaints Procedure for Prison Based Services



Catch22 Education Policy

[insert school] School COMPLAINTS PROCEDURE (for parents' and carers' use)

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Policy owner:	Education
Queries to be directed to:	Executive Principal

This policy will be reviewed on annual basis. Catch22 reserves the right to amend this policy, following consultation, where appropriate.

Date created:	May 2017
Date of last review:	August 2019
Date of next review:	August 2020

1. Summary

This policy sets out the procedure of making a complaint for parents and carers of students at the Catch22 [name] School. The procedure explains the process and detail of complaints made at:

- Stage 1 – Informal resolution
- Stage 2 – Formal resolution
- Stage 3 – Panel hearing
- Complaints against Catch22

The policy reflects the requirements set out in the

<https://www.gov.uk/government/publications/school-complaints-procedures/best-practice-advice-for-school-complaints-procedures-2019>.

2. What is the policy about?

The purpose of the procedure

- The aim of this procedure is to achieve a fair, effective, and as rapid as possible resolution of parental concerns about the education and/or welfare of individual children in the care of Catch22 [name] school.
- The expression 'parents' is used for those having parental responsibility for the child.
- These procedures apply to all parents of students and to prospective parents of the school. A copy of this procedure is available on the school's website and can also be obtained on request from the school office or Headteacher.

3. Who is the policy for?

All parents and carers and prospective parents and carers of students at the Catch22 [name] School.

4. Policy statement

Complaints Concerning the School

Catch22 [name] School welcomes suggestions and comments from parents and carers, and takes seriously concerns or complaints which may arise, as they can help us to improve the educational experience that we provide.

Key Contacts

School Address:

[-----]

Tel: [-----]

The Headteacher:

[Name]

[Email}}

Mob: [-----]

The Executive Principal: [Name]
[Email]
Mob: [----]

The Curriculum and Learning Leads: [Name]
[Email]
Mob: [---]

[Complete for ALL CLLS]

Complaints Officer (Catch22): Complaints Officer
Catch22
27 Pear Tree Street,
London,
EC1V 3AG
Feedback@catch-22.org.uk

Timing

Effective and fair resolution of concerns usually requires that they are brought to the School's and Catch22's attention promptly, which should normally be within three months of the relevant event(s). Complaints may be heard after this time if the Executive Principal and/or Complaints Officer or Complaints Panel considers that the delay has not prejudiced an effective and fair resolution.

Professional judgment

Where the judgment of a member of Catch22 staff is subject to complaint, the Executive Principal and Complaints officer/Complaints Panel will determine whether the judgment was exercised fairly and reasonably according to Catch22 standards. There may be more than one fair and reasonable response to a situation. The Executive Principal and Complaints Officer or Complaints Panel will not normally substitute their decision for that of the staff concerned. Accordingly, where a complaint is upheld, the Executive Principal and Complaints Officer/Complaints Panel will usually make recommendations to be acted upon by the School concerned.

Legal proceedings

Where legal proceedings exist between Catch22 and the parents/pupil, this procedure may be subject to the constraints of the legal process.

Record Keeping

A written record of all complaints (which may include notes, correspondence and statements) will be kept at each stage of the procedure, as detailed below, and will include details of whether individual complaints were resolved following a formal or informal procedure, or proceeded to a panel hearing. The record will include details of any action taken by the school as a result, regardless of whether they are upheld.

The written record of complaints will be reviewed regularly by the Headteacher and by the Executive Principal/Chair of Governors and Catch22 Operations SLT. Records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

The number of complaints recorded under the formal procedure during the preceding school year is available to parents of students (and prospective students) on request from the Head's PA.

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint, they should normally contact their child's Curriculum and Learning Lead (CLL) at the school site their child attends, as appropriate. In many cases the matter will be resolved straightaway by this means to the parents' satisfaction. If the CLL cannot resolve the matter alone, it may be necessary for him/her to consult with other staff within the school.
- The teacher will make a written record of all complaints and the date on which they were received, and any action taken by the school as a result. Should the matter not be resolved within 10 school days or in the event that the member of staff and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2 – Formal Resolution

PART A

School Level

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headteacher as soon as possible. The Headteacher (or his or her representative if the Headteacher is not in School) will investigate the complaint. The Headteacher will respond to the parents within 10 school days.

- The Head will keep written records of all meetings and interviews held in relation to the complaint.
- The school will also keep a written record of complaints, any action taken by the school as a result and whether they were resolved at the informal or formal stage or proceeded to a Panel hearing.
- Once the Head is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made, and parents informed of this decision in writing. The Head will also give reasons for his/her decision.
- Complaints about the Headteacher should be made directly to the Executive Principal or Chief Operating Officer (see part B below).

PART B

Catch22 Level

- If parents are not satisfied with the Headteacher's response, the parents should write within 10 working days of the Head's response to the Executive Principal or Chief Operating Officer via the Complaints Officer of Catch22 at:

Email: Feedback@catch-22.org.uk

Complaints Officer
Catch22
27 Pear Tree Street,
London,
EC1V 3AG

- The complaint should clearly identify the main issue(s) of concern and, if possible, indicate the nature of the resolution they are seeking.
- If the complaint is about the Headteacher, the parents should write **directly** to the Executive Principal/Chief Operating Officer of Catch22 via the Complaints Officer at the above email address or address. The complaint should clearly identify the main issue(s) of concern, and, if possible, indicate the nature of the resolution that they are seeking.
- The Executive Principal will investigate the matter and will respond to the parents within 15 school days of receiving the complaint. Written records will be kept of all complaints received, the steps taken to investigate the complaint and any action taken as a result. In particularly complex cases, the Executive Principal will advise parents of any extra time needed to investigate properly.
- If a complaint is made directly to the Complaints Officer before a formal complaint has been made to the Headteacher, the Complaints Officer may refer the matter to the Headteacher for resolution.
- If parents are still not satisfied with the decision, parents are able to proceed to Stage 3 of this Procedure for those matters which are within the responsibilities of the school or of Catch22. Where the complaint is against the decision of an external agency or third party, such as an examination board or higher education institution, parents will be advised on the appropriate route for their complaint and, where possible, given information and advice about progressing their concerns.

Stage 3 – Panel Hearing

- If parents wish to have their complaint considered at a Panel Hearing, they should write to the Chief Executive of Catch22 at the address above, setting out their complaint.
- If a request for a Complaints Panel is made without the matter having previously been investigated by the Executive Principal, then the Chief Executive will refer the matter for investigation under Stage 2 of this procedure.
- In the interests of resolving the complaint expeditiously, complaints should focus on the main issues. It is helpful if the complainant is able to indicate the nature of the outcome which they are seeking as a means of resolving their complaint.
- The Chief Executive will then convene a Complaints Panel. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chairman.
- The Clerk of the Panel will deal with administrative issues prior to the hearing. The Clerk will normally be the Director of Governance & Risk, or their nominee, but will not provide legal advice to the Panel on any substantive matters. The Clerk's role at the hearing will be limited to advice on procedure.
- A hearing will be scheduled to take place as soon as practical and normally within 25 school days of receipt of the parents' letter. If, despite the best efforts of Catch22 personnel, a hearing cannot be arranged within this time period the Clerk of the Panel will write to the parents before the expiry of the 25 day period setting out the likely timeframe for the hearing. The hearing will normally be held at a Catch22 Office, but in cases where it is not reasonable to ask parents and staff to travel long distances, efforts will be made to hold the hearing at premises near the school.
- The parents should supply copies of their previous written complaint to the Headteacher and Complaints Officer and any other documentation they may wish to rely on to the Clerk for circulation to the Panel and Headteacher not more than 7 days after the date of notification of the hearing. Documentation must be relevant to those matters set out in the complaint.

- The parents will be supplied with copies of any statements and supporting/background documentation provided by the Headteacher to the Panel not less than 10 school days before the hearing.
- The Panel may refuse to consider matters of which written notice has not been given if doing so appears to them likely to be prejudicial to a fair and effective consideration of the complaint.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to the Chair of the Panel not less than 5 school days prior to the hearing, for circulation to all parties.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- Conduct of the hearing shall be at the Panel's discretion which will be exercised in the interests of a fair, effective, and appropriately rapid resolution of the complaint. The Chair of the Panel, or their Clerk, will normally write to the parents before the hearing, having considered the nature of the complaint and the documentary material, to state how the hearing will be conducted. Prior to the hearing, decisions relating to procedure may be dealt with by the Chair of the Panel acting alone. Should the parents have any questions concerning the Panel's procedure, they should address them to the Chair of the Panel at the above address.
- After due consideration of all relevant facts, the Panel will reach a decision and may make recommendations.
- The Panel will write to the parents normally within 5 working days informing them of its decision and the reasons for it. The Panel's findings, and (if any) recommendations will also be sent in writing to the Headteacher, the Complaints Officer on behalf of the Chief Executive, and where relevant, the person(s) against whom the complaint was made.
- The findings and recommendations referred to may be sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about.
- A copy of the findings and recommendations will be available for inspection on the school premises by The Senior Leadership Team (as proprietor) and the Headteacher.
- Catch's Director of Governance & Risk will keep a copy of the findings and recommendations for all complaints which have been dealt with at a Panel hearing under this procedure.
- Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements, and records relating to individual complaints will be kept confidential except where disclosure is required in the course of the school's inspection or where any other legal obligation prevails.

Mediation

At any stage of the process it may be helpful to consider mediation, or a facilitated discussion by an experienced mediator, as a way to address any particularly difficult or sensitive issues as constructively as possible.

5. Policy requirements

Catch22 staff, Headteachers and managers will ensure that this complete procedure is followed, with particular attention to the deadlines of communication set out.

6. Related policies

Catch22 Complaints, Compliments and Feedback Policy

7. Appendices

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/489056/Best_Practice_Advice_for_School_Complaints_2016.pdf

Appendix C

Customer Complaints

As a G4S Customer we aim to give you the very best service to help you find work. We do recognise that, on occasion, you may not be entirely satisfied with the service you have received. If you would like to make a complaint about the service you have received, you have access to our Complaints Procedure.

Who should I complain to?

In the first instance, you should raise any concerns to your **Key Worker** or the **Operations Manager** at your Provider.

How can I complain?

You can make your complaint by either completing the Customer Complaint Form which should be available from your Provider or complaining directly with your Provider.

When will I hear back?

We will acknowledge your complaint within 3 working days. We will then develop a Plan of Response to deal with your complaint and communicate this to you within 7 working days.

How do I escalate my complaint?

If you are unhappy with how your Provider dealt with the complaint, please contact the **Regional G4S Management Team** in your area. Their contact details can be found on our website - <http://www.g4swelfareto.com/> or obtained from your Provider.

The Independent Case Examiner (ICE)

If you have complained to your Provider as well as G4S and are still not happy with the response you have received, you can contact the **Independent Case Examiner (ICE)**. ICE is impartial, which allows them to mediate between G4S and yourself to come to a resolution. Please note that ICE will only investigate complaints that have gone through the above G4S process.

For further information and contact details, please ask your Key Worker.

If your question is not answered above, please contact the Regional G4S Management Team – contact details can be found on our website or from your Provider:

<http://www.g4swelfareto.com>



Appendix D

IR35 CEST Disagreement Procedure

Under the IR35 regulation suppliers can, if they wish, appeal any engagement outcome as a result of a completed CEST. Below set out Catch22's procedural expectation.

How to raise a concern?

A supplier can raise a concern both verbally and/or in writing. They must however do the following -

Verbally

To do so verbally a concern must be made to the relevant lead administrator responsible in the first instance for completing and sharing the Status Determination Statement. It will then be shared through to the purchasing team for review.

In Writing

To raise a concern in writing a supplier must use the feedback@catch-22.org.uk mailbox detailing their concern, specifying on what grounds they wish to appeal their outcome.

What happens next?

Any disagreements received will be reviewed and managed by the CEST Decision Panel (CDP), with input from the relevant Administrator. The membership of the CDP will comprise of Catch22's Chief Finance Officer (CFO), Financial Controller, Processing Team Leader and/or if relevant the Multi Academies Trust's CFO and has the responsibility for considering the points of any concern made and make a decision as a result.

The Response

A response will be made within **45 calendar days**, beginning with the day the representations are received, not from when the SDS was issued. The response will inform the supplier that the original SDS have been either unchanged or considered incorrect and will provide a new SDS with the date this new SDS became applicable and state that the previous SDS is withdrawn.

All concerns will be recorded centrally through the complaints log.

Annex 1: Equality Impact Assessment

Catch22 is committed to always: avoiding the potential for unlawful discrimination, harassment and victimisation; advancing equality of opportunity between people who share a protected characteristic and those who do not; and, foster good relations between people who share a protected characteristic and those who do not.

An Equality Impact Assessment (EIA) is a tool for identifying whether or not strategies, projects, services, guidance, practices or policies have an adverse or positive impact on a particular group of people or equality group. While currently only public bodies are legally required to complete EIA's, Catch22 has adopted the process in line with its commitment to continually improve our equality performance.

1. Summary

This EIA is for:	Complaints Compliments & Feedback
EIA completed by:	Risk & Internal Audit Manager
Date of assessment:	April 2021
Assessment approved by:	n/a

Objectives and intended outcomes

This EIA has been completed in order to ensure that the implications and potential impact, positive and negative, of the Catch22 Complaints, Compliments & Feedback policy for all staff have been fully considered and addressed, whether or not the staff members share a protected characteristic.

2. Potential Impacts, positive and negative

Equality Area	Positive	Neutral	Negative	Summary
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The policy applies equally to all members of staff regardless of age. It's not considered that the policy includes any guidance or rules that may impact either positively or negatively on any member of staff because of their age.
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The policy applies equally to all members of staff regardless of health/disability. Arrangements are in place to address issues of literacy which may make written communication difficult.
Pregnancy & Maternity/paternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	It's not considered that the policy positive or negatively impacts on pregnant women or on staff on maternity or paternity leave,.
Race (incl. origin, colour and nationality)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The policy applies equally to all members of staff regardless of their race, origin, colour or nationality. It's not considered that the policy includes any guidance or rules that may impact either positively or negatively in these respects.
Gender and Gender Re-assignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The policy applies equally to all members of staff regardless of their gender at any given time. It's not considered that the policy includes any guidance or rules that may impact either positively or negatively on any member of staff because of gender.
Sexual Orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The policy applies equally to all members of staff regardless of their sexual orientation. It's not considered that the policy includes any guidance or rules that may impact either positively or negatively on any member of staff because their sexual orientation.

3. Negative impacts and mitigations

Negative Impact	Mitigation	Owner