

## **RBK COMPLAINTS AND APPEALS PROCEDURES**

**Updated: Feb 2022**

**Reviewing officer for Cycle Training Service : Eric Chasseray**

### **Introduction**

This policy is specific to our RDC activities and builds on the RBK own internal complaint's procedures. The Stage 1 and Stage 2 forms of the **RBK Complaints Procedure 2019** must be used to record any complaints.

In 19 December 2018, the Senior Leadership Team agreed some changes to our Corporate Complaints, Comments and Compliments Procedure which will allow us to respond to complaints more efficiently and ensure a more customer focused journey.

**Stage 1 - complaints** must be responded to within 15 working days (previously the deadline response date was 10 working days from the day the complaint was received). This allows more time for a thorough investigation and eventual response to address the customer's concerns.

**Stage 2 - complaints** must be responded to within 15 working days. The reason for this change is to ensure the issues being raised are dealt with in a timely manner and will improve the experience our customers receive.

**Stage 3 - appeals** regarding Instructor Training will escalate to the Awarding Organisation and qualification owner **1st4Sports** within 7 days.  
**enquiries@1st4sportqualifications.com**

You will find a copy of the amended policy in the following places:

- [Complaints intranet web page](#)
- [Complaints web page](#)

If you have any queries or would like to invite someone from the Customer Care team to one of your team meetings, please email  
[crm.complaints@kingston.gov.uk](mailto:crm.complaints@kingston.gov.uk)

In line with the One Kingston Strategy customers are encouraged to file comments and complaints through the RBK website. All complaints are centrally

recorded with the RBK CRM (Customer Relation Management system) before being passed on to the “Responsible officer”.

<https://www.kingston.gov.uk/council-democracy/feedback-complaint-form>

## Feedback / complaint form

### Feedback

Use the form if you would like to submit a general comment or suggestion about a service, or give us a compliment for a service you were happy with.

### Making a complaint

If you are making a complaint, please only complete the form if you would like to make a formal complaint about one of our services.

Please note, we will not treat the following as a complaint:

- a request for a service or for information
- reporting a fault
- offering a comment about a service
- disagreement with a rule of law applied by the Council

The “Responsible Officer” is currently the RDC Administrator, Eric Chasseray.

### Complaints Procedure

The objectives are:

- To respond to complaints quickly, efficiently and confidentially.
- To deal with the complaint at the lowest practicable level consistent with natural justice
- To safeguard the legitimate interests of parties to the complaint and the process
- To be informal, non-judicial but, above all, be fair and be seen to be fair
- To be transparent
- To reach a clear conclusion that will be communicated to the complainant
- To advise the complainant of the relevant appeal procedure if they are unhappy with the decision.

This procedure does not affect the complainant’s statutory rights.

## **Common Complaints Procedure**

1. Upon receipt of a formal complaint it will be referred to the delegated officer and be acknowledged in writing and referred to a "responsible officer" who will be identified in the acknowledgement.
2. The responsible officer will set a timetable for their enquiries and communicate this to the complainant.
3. The responsible officer will open a file on the complaint, decide on an appropriate method to deal with the complaint (which may include seeking the advice of senior officers on procedure in complex cases)
4. On completion of their enquiries, the responsible officer will communicate the decision to the complainant and place a record of the decision on file.
5. The responsible officer will decide the appropriate method of communication but ensure that the complainant is aware of their right of appeal and the path into the appeal process.
6. All communication will be kept.
7. Where a complaint is upheld and leads to an issue of discipline, the consequences will be dealt with under RBK disciplinary procedure.

## **Guidance Notes to the Procedure**

1. A formal complaint is one made in writing and addressed to RBK or an appropriate official of RBK i.e. an RBK instructor
2. For the purpose of the procedure the "responsible officer" will be the officer who is charged with investigating the complaint
3. Responsible officers are responsible for:
  - carrying out the complaints procedure
  - carrying out the policies of the organiser/national training scheme
  - interpretation of the policies of the National Standards when responding to complainants

## **Appeal Procedure for Complaints**

1. Where a complainant makes a written objection within 21 days of receiving the decision on their complaint it will be treated as an appeal against that decision.
2. The appeal will be handled by an officer senior to the officer handling the original complaint.
3. The appeal will be dealt with under the same procedural rules as the original complaint.
4. The complainant has a right of appeal. Any appeal must be sent to the Environment Services Director.
5. If that ruling is not satisfactory, then the complainant has an ultimate right to appeal again to the Environment Services Director.
6. The Environment Services Director ruling on any appeal will be final.

### Complaint's procedure flow chart

