

## QfL Complaints Procedure

Quest for Learning aims to provide high quality services and is committed to ensuring that feedback from partners, beneficiaries, funders, and members of the public is taken seriously.

### 1. Dealing with complaints informally

If you have a complaint to do with Quest for Learning's work you should raise it in the first instance with the relevant staff member, or the Executive Director.

If you have a complaint regarding an individual in the charity you should, wherever possible, start by talking it over with them directly. If you feel this is difficult or inappropriate, then speak to the staff member's manager or the Executive Director.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days

### 2. Formal complaint

If the matter is serious and/or you wish to raise the matter formally you should set out the complaint in writing to the Executive Director at [complaints@questforlearning.org.uk](mailto:complaints@questforlearning.org.uk). Please outline the facts clearly, avoiding language that is insulting or abusive, and attach any relevant documents that support your complaint (e.g. emails).

This procedure applies in cases of malpractice or maladministration:

- Malpractice is defined as any **deliberate** activity, neglect, default or other practice that compromises the integrity of the charity's work and/or is liable to bring it into disrepute.
- Maladministration is defined as any activity, neglect, default or other practice that results in the charity failing to comply with relevant legislation, regulatory or contractual requirements, or internal policies and processes.

If your complaint is against the Executive Director, you should contact the Chair of the Board of Trustees at [chair@questforlearning.org.uk](mailto:chair@questforlearning.org.uk).

All written complaints will be logged, and you will receive a written acknowledgement within five working days.

The Executive Director will investigate your complaint thoroughly and may contact you for clarification or further information if required. You will normally receive a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

### 3. Appeal

If you are unhappy with the Executive Director's decision and wish to appeal it, you should contact the Chair of Trustees.

The appeal will then be brought for review to the next meeting of the Board of Trustees, which will decide on any further steps to resolve the situation. The Chair of Trustees will communicate the Board's decision to you within five working days of the meeting. The Board of Trustees' decision is final.

### 4. Independent arbitration

If you are not satisfied with the outcome of the appeal or feel that the matter has not been resolved to your satisfaction, you have the option to refer the complaint to an independent arbitrator. This step is designed to provide an additional level of impartiality and ensure that all complaints are handled fairly and transparently.

To initiate this process, please send a written request to the Chair of the Board of Trustees. Your request should include a brief summary of the complaint, the steps taken so far, and the reasons you believe further independent review is necessary. The Chair will then provide information on the selected independent arbitrator and coordinate the referral process.

The independent arbitrator will review the complaint, investigate as needed, and provide a final determination. This outcome will be communicated to you within a specified timeframe, generally within 30 working days. The decision of the independent arbitrator is final.

**Signed:**



**Date:** April 2024

**Role:** Executive Director