



**TRUST ACADEMY**

*Training...for Excellence!!!*

**ZIMBABWE PROJECT TRUST**

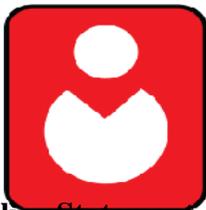
**T/A**

**TRUST ACADEMY**

**COMPLAINTS POLICY**

**2024**

**POLICY ON COMPLAINTS**



# TRUST ACADEMY

*Training...for Excellence!!!*

## Policy Statement

Trust Academy believes that if a student wishes to make a complaint or register a concern they should find it easy to do so. It is our college's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service students and parents as well guardians.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of the college's disciplinary policy.

Trust Academy believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. The college supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at a local level between just the complainant and the department. If this fails due to other factors or the complainant being dissatisfied with the result the complaint will be referred to the immediate highest office if all fails legal advice will be taken as necessary.

## Aim

The aim of the college is to ensure that its complaints procedure is properly and effectively implemented, and that service users feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

## Goals

- students and their representatives are aware of how to complain, and that each establishment provides easy to use opportunities for them to register their complaints



# TRUST ACADEMY

*Training...for Excellence!!!*

- A named person will be responsible for the administration of the procedure
- Every written complaint is acknowledged within two working days
- Investigations into written complaints are held within 28 days
- All complaints are responded to in writing by each department
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and students.

The named complaints manager with responsibility for following through complaints is Ishmael Chitunhu/ Arinos Mapondera (whoever is immediately available).

Each department believes that, wherever possible, complaints are best dealt within the local level between the complainant and the departmental administrators. If either of the parties is not satisfied by a local process the case should be referred to senior office (the principal or managing director) (whichever is relevant).

## **Complaints Procedure**

### ***Oral Complaints***

- All oral complaints, no matter how seemingly unimportant, should be taken seriously. There is nothing to be gained by staff adopting a defensive or aggressive attitude.
- Front line staff who receives an oral complaint should seek to solve the problem immediately if possible within 8hrs.
- If staff cannot solve the problem immediately they should offer to get the manager to deal with the problem.



# TRUST ACADEMY

*Training...for Excellence!!!*

- All contact with the complainant should be polite, courteous and sympathetic.
- At all times staff should remain calm and respectful.
- Staff should not accept blame, make excuses or blame other staff.
- After talking the problem through, each manager or the member of staff dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (ie through another meeting or by letter).
- If the suggested plan of action is not acceptable to the complainant then the member of staff or manager should ask the complainant to put their complaint in writing to the head of department and give them a copy of the complaints procedure and form for completion.
- In both cases details of the complaints should be recorded on a complaints form and handed to the Manager.

## ***Written Complaints***

- When a complaint is received in writing it should be passed on to the named complaints manager who should record it in the complaints book and send an acknowledgment letter within eight hours. The complaints manager will be the named person who deals with the complaint through the process.
- A leaflet detailing the procedure should be forwarded to the complainant.
- Immediately on receipt of the complaint the college should launch an investigation and within 2 days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
- If the issues are too complex to complete the investigation within 2 days, the complainant should be informed of any delays and a meeting should be setup.



# TRUST ACADEMY

*Training...for Excellence!!!*

- At the meeting a detailed explanation of the results of the investigation should be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability).
- Such a meeting gives the college the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant.
- The outcomes of the investigation and the meeting should be recorded on appropriate documentation and any shortcomings in the establishment's procedures should be identified and acted upon.

## **Appeals Procedure**

- All appeals to decisions taken on any complaint should be directed to the Principal in writing ([principal@trustacademy.co.zw](mailto:principal@trustacademy.co.zw)) within five days of the decision
- The Principal should institute his/her own investigations to establish the source of the disagreements and where necessary call for a meeting with all the concerned parties
- The Principal should communicate the final decision to both parties within seven (7) days of receiving the appeal
- Any unresolved issues should be directed to appropriate exam board which will take it up with the college.
- The student who has appealed against a decision has the right to be treated just like any other student until the decision of the appeal is communicated either from the Principal or CIPS.



**TRUST ACADEMY**

*Training...for Excellence!!!*

**Training**

The Manager is responsible for organising and co-ordination training. All staff should be trained in dealing with and responding to complaints. Complaints policy training should be included in the induction training for all new staff and in-house training sessions on handling complaints should be conducted at least annually and all relevant staff should attend.