



Complaints Procedure for Learners

Introduction

We always aim to provide a quality learning journey for all.

Our Learner's views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will refer this to the Safeguarding Lead. The Safeguarding Lead will decide how to investigate and monitor outcomes.

Making a Suggestion

Often people feel more comfortable suggesting improvements than complaining formally. Suggestions can be made by anyone receiving services, or their employer.

To make a suggestion you can:

- Speak to the Assessor or Tutor
- Utilise available comments or suggestion boxes if you would rather make your suggestion that way
- If the suggestion is something that The Greenhouse as a company needs to consider you can send it to:

Head of Centre

Holden House

Chester Business Park Chester

CH4 9QU

Making a Complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

The Greenhouse assures Learners and their Employers that it will not withdraw or reduce services because someone makes a complaint in good faith.



Who Can Complain

Anyone affected by the way The Greenhouse provides services can make a complaint. A representative can make a complaint for the affected person if they:

- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself please ask your manager for support with this.

How You Can Make a Complaint

You can complain:

- In person
- By telephone
- In writing
- Through a member of our staff
- Through your employer or representative
- By letter/email

Anonymous Complaints

We deal with anonymous complaints under the same procedure. However, it should be noted, if you provide contact details, we can update you on the outcome of our investigation.

Responsibility

The Head of Centre has overall responsibility for dealing with all complaints made about their service.

We will provide, as far as is reasonably practical, support for learners who wish to make a complaint but understand that they may wish to contact The Greenhouse directly.

This includes:

- Providing any help needed to understand the complaints procedure
- Providing advice on where you may get that help
- Providing advice and information in an accessible format about making a complaint in a way you can understand



If the complaint relates to the conduct of the Head of Centre, you may feel more comfortable to direct your complaint Trish Stratford or Bluestones Medical Complex Care.

How We Handle Complaints

The Head of Centre may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will formally acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings
- Any action we have taken
- Our proposals to resolve your complaint

Time Limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. However, we will consider whether you had a good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further Steps

At any stage during the process, if you are not happy with the way The Greenhouse is dealing with your complaint you can contact Trish Stratford at:

Bluestones Medical Complex Care (EQ) Holden House

Chester Business Park Chester

CH4 9QU



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Next review due: 21/07/2026