



Complaints Procedure **Delivery of Training**

Issues raised from routine placement review:

- Issues arising from routine monitoring of practice learning review forms will be discussed and acted upon as appropriate by Multi-Cultural Family Base Personnel Sub Group.

Complaints about Multi-Cultural Family Base staff:

- A complaint by a student, tutor or from staff in involved agencies about the work of project staff should be directed to the Multi-Cultural Family Base Chief Executive. This can be discussed directly and may be resolved at this stage.
- If the situation cannot be resolved in discussion, a written complaint should be sent to the Personnel Sub Group via the Chief Executive. The complaint may be dealt with at a routine Sub Group meeting or the Chief Executive may ask that two members be delegated to resolve the issue in discussion with the complainant and the member of staff involved.
- If the matter cannot be resolved at that stage the chair person of the Personnel Sub Group will remit the matter to the Multi-Cultural Family Base Board for a final decision.
- Formal disciplinary proceedings are the responsibility of the Multi-Cultural Family Base Board.

Complaints involving agency staff:

- A complaint about the work of an agency from a student, tutor or practice teacher will be taken up initially by practice teacher with agency staff.
- If the matter concerns internal agency business and has not been resolved at an early stage it will be taken forward using internal agency complaints procedures.
- If the matter concerns the student's learning needs and has not been resolved in discussion, it will be raised with the Multi-Cultural Family Base personnel Sub Group
- Given the timescale of student practice learning opportunities, it may be necessary for a practice teacher to remove a student from an agency in order to ensure that he/she can meet the course commitments, before the complaints procedure has been exhausted. This should not be seen as pre-empting the complaints procedure or implying that the matter is closed

Adopted at Multi-Cultural Family Base Board Meeting on 24/08/04