

Feedback and Complaints Policy

Whilst we hope that we provide a good service to all in our community (staff, tutors, support workers, volunteers and learners), sometimes we may get it wrong and we would like to hear from you if you are not satisfied with any aspect of our service.

Equally any and all positive feedback is welcomed to strengthen and support the services we offer.

This document explains our feedback and complaints procedure which is accessible to all members of our community on an equal basis. Our approach will be to try to put things right quickly and politely, and to better and strengthen the service we offer. Making a complaint will not affect the level of service you receive from SOTO Inspires CIC.

Do you need any specific requirements to enable you to make a complaint?

- Please let us know if you would like to receive this complaints procedure in an alternative format.
- We can arrange for the complaints procedure to take place email, online platform, face to face or google doc form.

If you would like to make a complaint, this is what you should do:

Stages in our complaints procedure:

Stage 1

Contact Emilia or Shahnaz, giving details of what you wish to complain about. If the complaint is made in writing or through verbal communication, we will inform you that we have received it within three working days. We will investigate your complaint with the aim to settle the complaint as quickly as possible. Please tell us how you would like to be contacted to receive our response.

In most cases you will receive a full reply to your complaint within 10 working days of making the complaint/grievance. If we cannot give you a full reply in this time, we will tell you why and inform you of when you are likely to receive it both verbally and in writing.

Stage 2

If you are dissatisfied with the response and level of investigation you receive from us you may ask us to review the complaint by emailing info@sotocic.org, with the word 'Complaint' in the email subject. You must request Stage 2 within 10 working days of receiving our response to Stage 1. Please put in writing:

- What happened
- When it happened (dates and times)
- Who dealt with you; and
- What you would like us to do to put it right

The decision will be given to you in writing 10 days after receiving your request for Stage 2.

Stage 3

If you are still unhappy, your complaint will be put to review. We may ask you to attend a meeting with us to discuss your grievance in more detail. We would send you a written record of the meeting and a formal reply to your complaint from us. This will take place 10 working days after Stage 3 was requested.

Your personal information

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. We will only give your personal information to other people and organisations if you have given us permission to do so.

Equal opportunities

We are committed to equal opportunities and take complaints about discrimination seriously.

SOTO Inspires CIC records information about the ethnic background, age, sex, religion, sexual orientation and disability of everyone who makes a complaint so that we promote and maintain our equal opportunities commitment. We will keep all information confidential.

Comments and suggestions

We hope that your concerns can always be resolved through the stages 1 – 3 of the procedure above. However, we welcome comments and suggestions that can help us improve our services. The feedback we obtain from our users and wider community will help us to continue to improve our service.

Contact information

SOTO Inspires CIC

62 Friars Walk, Southgate, London, N14 5LP

Tel: 07949235602

Email: info@sotocic.org