



Queen Alexandra's House

Complaints Procedure 2023 / 2024

Any time a resident raises dissatisfaction about any aspect of the house or its staff we take those comments seriously and see them as invaluable sources of feedback.

We view any complaint as being our resident's expression of dissatisfaction with our residence or the service we deliver or the service our suppliers deliver on our behalf.

Please note we cannot provide any academic related outcomes.

All complaints will be dealt with in confidence with the proviso that enquiries will have to be made to investigate the matters that are the subject of the complaint. Also, an individual against whom a complaint has been made has the right to be supplied with a copy of the complaint and the opportunity to respond.

The investigation into the complaint will be a fact-finding process to establish the relevant evidence and circumstances of the case. The investigation will only focus on the nature of the complaint. The process may involve reviewing supporting records/documents as well as interviewing staff and/or other students. A report of the investigation, which will contain relevant factual information, copies of statements and all other documentary evidence will be produced at the end of the investigation.

Step by step complaints procedure

There are three stages in the Residents' Complaints Procedure

Stage One - Local Resolution

Stage Two - Formal Stage

Stage Three - Review / Appeal

Complaints may be made by the resident not her parent, guardian or 3rd party.

Stage One – Local Resolution

— In writing to the General Manager & Principal or her deputy

Residents to raise awareness of the problem, in writing by email to the General Manager & Principal to info@queenalex.com. Residents should raise any issue at the earliest possible opportunity and, wherever possible, within 7 working days of the issue arising.

Matters dealt with locally at an early stage have a better chance of being resolved quickly and effectively, without a resident having to escalate their complaint to the formal stage of the process.

Any anonymous complaints must be treated as an official complaint and investigated fully.

All complaints will be treated seriously and logged in the complaint book, and we will do our best to resolve complaints without the need to escalate to the formal Stage.

Where a resident complaint has been raised locally (Stage One), the resident should normally be provided with a response acknowledging the complaint has been received within 2 working days, outlining how their complaint will be dealt with, if applicable (ie cases where you need more time to consider and investigate the issues raised).

Where the local resolution stage has been completed and a student remains dissatisfied with the outcome, they can escalate their complaint to Stage 2.

If a resolution cannot be found the complaint will be passed to a Council Member of Queen Alexandra's House who, if it is not satisfactorily resolved, may refer it to the House Committee.

Stage Two – Formal Stage

If the complaint has not been resolved to the satisfaction of the resident through the local stage, or if a resident wishes to raise a substantial complaint, a formal complaint should be submitted.

This should be made on the formal Resident Complaint Submission Form, which should be submitted to the House Committee within 10 working days following the outcome from the local stage.

The resident will be required to provide details of the nature of their complaint on the formal complaint form, along with supporting documentary evidence. The resident should also specify their desired outcome from this procedure.

In such circumstances, the resident must be aware that in order for the complaint to be considered fairly, the individual against whom a complaint has been made will be supplied with a copy of the complaint in order for a decision to be made.

The resident will be formally advised of the outcome of the complaint, normally within 20 working days of the complaint being raised at the second stage and provided with a clear explanation of the reasons for each decision, a copy of the documentation and evidence considered in making the decision(s) and, where a complaint has been upheld, explaining how and when any remedy will be implemented.

The resident should also be provided with information on their right to proceed to the review stage. The resident should also be informed of the grounds and timeframes associated with this stage. Where it is not possible to advise the resident of the outcome within the normal timescales, the resident will be advised of the delay and provided with a revised timescale.

The residents have a right to appeal within 5 working days of being informed of the outcome of their complaint.

Stage Three – Review Appeal

If the resident is dissatisfied with the outcome from the formal stage (Stage 2), they can request a review. This must be done formally and in writing in a letter to the Council Committee (Adrian Harvey / Nina Martyn) within 5 working days of receipt of the formal response from Stage 2.

The request for a review can be made on the following grounds:

- a) That there is new material supporting evidence which, for valid reasons, the student was unable to provide during the formal stage of the complaint;
- b) That there has been material procedural irregularity in the conduct of the complaints procedure;
- c) That the outcome of the formal stage was unreasonable.

The resident must include details of why they remain dissatisfied and what resolution they are seeking and should include any relevant evidence which they wish to be taken into consideration in their request for a review.

If the decision is to proceed with the review, the Council Committee will meet the resident, any individuals named in the complaint before concluding the review of the complaint.

A record should be kept of any such meetings. A resident may be accompanied by a 'friend' for moral support, but the 'friend' may not be a solicitor or barrister acting in a professional capacity. For the purposes of this procedure, a "friend".

The Council Committee will normally provide a final written response to the resident within 25 working days following receipt of the request for a review of the complaint.

This response will give a clear explanation of their findings and, where there were proven grounds for review, an indication of how and when any remedy will be implemented.

The resident will also be issued with a Completion of Procedures letter, which will indicate that they have completed the Queen Alexandra's House internal complaints procedure and the decision would then be final.

Any complaints which are deemed frivolous or vexatious may be terminated but will be logged.