

YORKSHIRE JOBSHOPS PROJECT

PROCEDURE FOR COMPLAINTS

The Yorkshire Jobshops Project welcomes all constructive feedback on its activities, whether positive or negative, and understands that, from time to time, individuals or organisations may be dissatisfied or concerned with the way the Project staff have acted. This procedure aims to provide a mechanism which will deal with genuine complaints in a timely and open way.

1. Who may complain?

- Anyone who is affected by the activities of the Yorkshire Jobshops Project, including those receiving or seeking a service or who have been subject to a decision of the Yorkshire Jobshops Project.

2. Before you complain

Consider whether there are more appropriate procedures to make your point such as suggestion schemes or other feedback mechanisms.

3. What information should the complaint contain?

- The background to the complaint including dates and times of any particular incidents and the names of any people against whom you are complaining or who can provide evidence in support of your complaint.
- Any specific issues which you want to be addressed.
- What outcome(s) you hope to achieve from the complaints process.
- Complaints should not contain offensive or abusive language – please always try to be polite. Vexatious and malicious complaints (ie repeated or persistent complaints which are trivial or untrue, made purposely to abuse this complaints procedure) or those accompanied by abusive or aggressive behaviour will be excluded.

4. Stage 1 - Making an initial complaint (informal)

4.1 Complaints can often be resolved satisfactorily and dealt with quickly on an informal basis. If possible, talk informally to the person most directly involved in the situation you wish to complain about and as soon as possible after the situation arises. You should, in any event, make your complaint within 3 calendar months of the event.

4.2 The staff member will attempt to resolve the complaint and, within 5 working days of it being received, will write to you with one of the following outcomes:

- The complaint has been resolved.

- The complaint requires more time to investigate the matter(s) raised.
- The complaint can be resolved (in a specified time, if possible).
- The complaint cannot be resolved in the way you require and you can pursue a formal complaint if you wish.

Please note that complaints regarding the conduct of staff will be investigated in accordance with the staff disciplinary procedures of individual universities of the Jobshops represented in the Project.

5. Making a formal complaint

Please write with details of your complaint to :

Ms Sharon Bristowe
Head of Careers Advisory Service
University of Huddersfield
Queensgate
Level 10 CSB
Huddersfield
West Yorkshire
HD3 4FX

S.Bristowe@hud.ac.uk

6. What you can expect from the Project

We will:

- Deal impartially with your complaint within the time frames set out above and in a polite and straightforward way.
- Maintain confidentiality throughout the complaints process, revealing information to others only to the extent necessary to complete a proper investigation and make a considered response and keeping the record of your complaint separate from other records.
- Ensure that no complaint made in good faith will be used to your disadvantage in future.

**APPENDIX
COMPLAINT FORM**

This form can be completed if preferred :

PLEASE COMPLETE IN BLOCK CAPITALS OR TYPE

Personal Details

Title: Name:.....

Address for correspondence in connection with the complaint:

.....
.....
.....

Postcode:..... Telephone/Mobile number:.....

Outline of complaint, including dates of actions (please use additional sheets if necessary):

Please explain here what steps you have taken, together with dates, to resolve your complaint locally (as per the informal procedure):

Please explain why you are unsatisfied with the response you have received:

Please indicate what outcome or further action you are expecting:

As part of the investigation of your complaint the Graduates Yorkshire Strategic Project Manager will be made aware of the complaint.

Declaration

I declare that the information given in this form is true, and that I would be willing to answer further questions relating to it if necessary.

Signed:..... Date:.....

PLEASE RETURN THIS FORM TO ONE OF THE FOLLOWING AT THE ADDRESS BELOW:

Ms Sharon Bristowe
Head of Careers Advisory Service
The University of Huddersfield
Queensgate
Level 10, CSB
Huddersfield
HD1 3DH