

## **COMPLAINTS AND WHISTLE BLOWING POLICY**

### **Introduction**

This document sets out complaints and whistle blowing policy and procedure of The Independent Funeral Directors College. It is aimed at students and all interested parties who encounter a service from the College either as part of learning towards a qualification or more general involvement with the College. We value the delivery of our training and the students who experience it and our aim is to exceed all expectations. It is important if you feel you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

### **Scope**

This policy covers complaints that students, or employers of students, may wish to make in relation to the services offered by the College. If you are unhappy about the way an assessment or any training was delivered and conducted, you should send your concern to us in accordance with this policy. Copies of this policy will be available on the College website and will be drawn to the attention of all new Governors, Trainers, Assessors and Internal Quality Assurers, Administration Staff and Students.

### **Review arrangements**

We will review the policy and its associated procedures on a regular basis as part of our self-evaluation arrangements and revise it as and when necessary in response to student or regulatory feedback and any trends that may emerge in the subject matter of complaints received. If you would like to provide any feedback please find our contact details at the end of this document.

### **How should I complain?**

All of our Trainers, Assessors, Internal Quality Assurers and Administration Staff have been engaged to support and encourage students working towards qualifications specified by the College. You should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you. If they cannot help or you wish to speak to someone else, you can ask to speak to the Director of Education. If this is not possible, or if you are not satisfied with the help provided by the Director of Education, please send a written complaint, normally within one month of the event you are complaining about and address it to the contact at the end of this policy.

### **If I complain what details do I have to give?**

When you contact us, please provide:

- Your full name, contact details, e-mail address, and daytime telephone number
- A full description of your complaint (including the subject matter and dates and times if known)
- Any names of the people you have dealt with so far
- Copies of any papers or letters to do with the complaint.

### **Confidentiality and whistle blowing**

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences please inform us that you do not wish for us to divulge your identity. If it helps to reassure you on this point, we can confirm that we are not obliged to disclose information if to do so would be a breach of confidentiality and/or any other legal duty. While we are prepared to investigate issues which are reported to us anonymously and/or by whistle blowers we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those the complaint/allegation relates.

### **What will happen to my complaint?**

We will acknowledge receipt of your complaint within five working days, letting you know who is investigating your complaint. We aim to investigate the complaint within 20 working days. If your complaint is more complex, or involves people who are not available at the time, we may extend this. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we shall write/email to inform you of our decision. The College Governors will be notified of the complaint and outcome in an appropriate timeframe. If any part of your complaint is upheld we will respond to you accordingly and give due consideration to how we can improve our service and arrangements. In situations where a complaint has been successful or where an investigation following notification indicates a failure in our processes, we will give due consideration to the outcome and will take appropriate actions such as:

- Identify any other student who has been affected by that failure
- Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- Ensure that the failure does not recur in the future
- Issue sanctions and/or action plans to identify areas for improvement

### **Contact Details**

If you have any queries about the contents of this policy or wish to make a complaint, please contact:

The Chairman of Governors, Independent Funeral Directors College  
 c/o SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Essex CM21 9DB  
 email: [chrisparker002@btinternet.com](mailto:chrisparker002@btinternet.com)  
 or tel: 0345 230 6777

This policy was approved by the IFD College Governors on 1<sup>st</sup> December 2018

Review date December 2021