

# Complaints Procedure (Patterdale Hall)

## **If you have a complaint**

We really want to hear from you. We welcome your comments, as they give us the opportunity to put things right and improve our service.

## **In the first instance (Informal)**

If you wish to make a complaint it is best to talk to a member of staff first either in person or by telephone. It will be the quickest way for us to respond and look into the problem. The object of this first stage is to resolve problems quickly, simply and fairly with the minimum formality.

## **In the second instance (Formal)**

If you are unhappy with our response you have the right to complain to the Patterdale Hall Manager within 10 working days who will endeavour to address and resolve your concerns within 10 working days.

## **Finally**

However, if you are still dissatisfied after allowing the Manager the opportunity to deal with your complaint you should contact the Services Bursar, in writing, explaining why you are dissatisfied with the Manager's response. This should be received by the Services Bursar within 5 working days of the response from the Patterdale Hall Manager.

Only in exceptional cases will the Services Bursar consider any complaint that has not been through the earlier stages.

If the Services Bursar comes to the conclusion that the complaint has been fairly settled at an earlier stage, or that the complaint is lacking in merit or substance, the Services Bursar may dismiss the complaint, and advise the complainant of the reasons for the decision. The Services Bursar will respond in writing to a letter of complaint within 10 working days, with as full a response as possible.

If the Services Bursar comes to the conclusion that there is substance to the complaint, the Services Bursar will decide on the relevant response in relation to the nature of the complaint. The Services Bursar will respond in writing to a letter of complaint within 10 working days, with as full a response as possible.

Once we have the full details of your complaint our promise is that we will normally take no more than 30 working days to respond fully to your issue.

However, there may be occasions when we require additional information or responses from you to complete our investigation. In this instance we will allow 10 working days for your response.

## **Contact Details**

Mr T Taylor

Patterdale Hall Manager

017684 82233

Mr M S McDermott      Services Bursar

01204 434751

*Updated October 2017*

**If you prefer to write or email**

**The Manager**

Patterdale Hall

Glenridding

Penrith

Cumbria

CA11 0PT

[TTaylor@patterdalehall.org.uk](mailto:TTaylor@patterdalehall.org.uk)

**The Services Bursar**

Bolton School

Chorley New Road

Bolton

BL1 4PA

[MMcdermott@boltonschool.org.uk](mailto:MMcdermott@boltonschool.org.uk)

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