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| Ofsted                                   | Royal Exchange Buildings<br>St Ann's Square<br>Manchester<br>M2 7LA<br>Telephone: 08456 404045<br>Email: <a href="mailto:enquiries@ofsted.gov.uk">enquiries@ofsted.gov.uk</a>                      |
| Estyn<br>(For Plas Dwbl<br>Farm College) | Anchor Court<br>Keen Road<br>Cardiff<br>CF24 5JW<br>Telephone: 02920 446446<br>Email: <a href="mailto:enquiries@estyn.gov.uk">enquiries@estyn.gov.uk</a>   |
| The Charity<br>Commission                | Charity Commission Direct<br>PO Box 1227<br>Liverpool<br>L69 3UG<br>Tel:0845 300 0218<br>Email: <a href="mailto:enquiries@charitycommission.gsi.gov.uk">enquiries@charitycommission.gsi.gov.uk</a> |

**For all other matters, advice or to obtain a copy of the Complaints Policy:**

RMT Corporate Offices:  
Ruskin Mill  
Old Bristol Road  
Nailsworth  
Stroud  
Gloucestershire  
GL6 0LA

Telephone: 01453 837500  
Email: [enquiries@rmt.org](mailto:enquiries@rmt.org)



## Complaints or Compliments

### Our Policy

This information sheet describes Ruskin Mill Trust's (RMT) policy. It also explains the way in which complaints can be made and the procedures that the Trust will follow for investigating them and putting things right where they have gone wrong.

RMT supports the rights of every student, member of staff, partner organisation or member of the public to raise issues and where it is thought necessary make complaints about our work.

We recognise that learning from feedback helps us to put things right and to improve and develop the services that we offer.

## We will:

- ▶ Make sure that people know how to make a complaint and are fully supported in doing so.
- ▶ Ensure that we treat everyone fairly, openly and equitably and that we are consistent in the way in which we investigate complaints.
- ▶ Treat both those who complain and those who are the subject of a complaint with dignity and respect, equally irrespective of race, ethnic origin, gender, marital or parental status, sexual orientation, religion or belief, disability, age or political belief.
- ▶ Act fairly, not apportion blame, but seek to identify problems or weaknesses, to address these and to identify remedies and improvements.
- ▶ Make sure that all parties understand the process and the timescales involved and are kept informed of progress.
- ▶ Give advice to those who complain or are the subject of a complaint about their options to obtain independent advice and the procedure for escalating their complaint if not satisfied with our response.
- ▶ Endeavour to investigate complaints with minimum delay, although sometimes complex complaints may take some time to resolve. Where delays are unavoidable, all parties in the process will be kept informed of progress.

## Useful Contacts

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| Ruskin Mill Trust<br>Ruskin Mill<br>Old Bristol Road<br>Nailsworth<br>Gloucestershire<br>GL6 0LA   | For complaints from professional bodies or Local Authorities about the running of one of our provisions please contact the Ruskin Mill Trust Company Secretary on <a href="mailto:ian.Clements@rmt.org">ian.Clements@rmt.org</a> or via the Ruskin Mill Trust address |
| The Education Funding Agency<br>Northern Territory<br><br>For Freeman College                      | <a href="mailto:ypnorthern.EFA@education.gsi.gov.uk">ypnorthern.EFA@education.gsi.gov.uk</a>  |
| The Education Funding Agency<br>Western Territory<br><br>For Glasshouse College and Argent College | <a href="mailto:ypwestern.EFA@education.gsi.gov.uk">ypwestern.EFA@education.gsi.gov.uk</a>  |
| The Education Funding Agency<br>South Territory<br><br>For Ruskin Mill College                     | <a href="mailto:ypsouthern.EFA@education.gsi.gov.uk">ypsouthern.EFA@education.gsi.gov.uk</a>  |
| Welsh Assembly<br><br>For Coleg Plas Dwbl  | The Learner Provision Team,<br>DCELLS, 2nd Floor,<br>Ffynnon Las,<br>The Orchards,<br>Ilex Close,<br>Llanishen,<br>Cardiff, CF14 5EZ.   |
| The Care Quality Commission  | Telephone : 01179307112<br>Email:<br><a href="mailto:enquiries.southwest@cqc.org.uk">enquiries.southwest@cqc.org.uk</a>   |

## The Colleges

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| <p><u>Ruskin Mill College</u></p> <p>College Principal:<br/>Paul Garnault</p> | <p>Ruskin Mill College<br/>The Fisheries, Horsley<br/>Gloucestershire, GL6 0PL</p> <p>Tel: 01453 837500<br/>Fax: 01453 837506<br/>Email: <a href="mailto:enquiries@rmc.rmt.org">enquiries@rmc.rmt.org</a></p>                         |
| <p><u>Glasshouse College</u></p> <p>College Principal:<br/>Oliver Cheney</p>  | <p>Glasshouse College<br/>Wollaston Road, Amblecote<br/>Stourbridge<br/>West Midlands, DY8 4HF</p> <p>Tel: 01384 399400<br/>Fax: 01384 399401<br/>Email: <a href="mailto:enquiries@ghc.rmt.org">enquiries@ghc.rmt.org</a></p>         |
| <p><u>Argent College</u></p> <p>College Principal:<br/>Oliver Cheney</p>      | <p>Argent College<br/>New Standards Works<br/>Vittoria Street<br/>Birmingham<br/>West Midlands, B1 3PE</p> <p>Tel: 01384 399400<br/>Fax: 01384 399401<br/>Email: <a href="mailto:enquiries@ghc.rmt.org">enquiries@ghc.rmt.org</a></p> |
| <p><u>Freeman College</u></p> <p>College Principal:<br/>Perdita Mousley</p>   | <p>Freeman College<br/>Sterling Works, 88 Arundel Street<br/>Sheffield, S1 2NG</p> <p>Tel: 0114 2525940<br/>Fax: 0114 2130299<br/>Email: <a href="mailto:enquiries@fmc.rmt.org">enquiries@fmc.rmt.org</a></p>                         |
| <p><u>Coleg Plas Dwbl</u></p> <p>College Principal:<br/>Paul Garnault</p>     | <p>Coleg Plas Dwbl<br/>Mynachlog-ddu, Clynderwen<br/>Pembrokeshire, SA66 7SE</p> <p>Tel: 01994 419420<br/>Email: <a href="mailto:info@plasdwbll.rmt.org">info@plasdwbll.rmt.org</a></p>   |

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| <p><u>Brantwood Specialist School</u></p> <p>Headteacher:<br/>Christine Haylett</p> | <p>Brantwood Specialist School<br/>1 Kenwood Bank, Nether Edge<br/>Sheffield, South Yorkshire, S7 1NU</p> <p>Tel: 0114 258 9062<br/>Fax: 0114 259 0036<br/>Email: <a href="mailto:admin@brantwood.rmt.org">admin@brantwood.rmt.org</a></p> |
| <p><u>Clervaux site</u></p> <p>Perdita Mousley</p>                                  | <p>Clervaux<br/>Clow Beck Eco Centre<br/>Jolby Lane<br/>Croft-on-Tees<br/>DL2 2TF</p> <p>Tel: 01325 729860<br/>Email: <a href="mailto:Perdita.mousley@fmc.rmt.org">Perdita.mousley@fmc.rmt.org</a></p>                                     |

- ▶ Operate a system of “extended confidentiality” to ensure safe and best practice for the wellbeing of students.
- ▶ Ensure that data is handled correctly and held securely. It may not be possible to maintain confidentiality in certain circumstances. This would include allegations which involve third parties or where criminal activity has been found to have taken place.
- ▶ Write to the person making the complaint and tell them about the outcome of the investigation. They will be invited to contact the investigator in case of query and of the action that they can take if they are not satisfied with the way in which the complaint was handled.
- ▶ Apologise if we have done something wrong.

## How to make a complaint

If anyone is dissatisfied with our action, lack of action or quality of service, they are fully entitled to complain.

### Step One

If you would like to make a complaint, please contact us at the addresses listed below. It would help us if you could provide the following information:

- ▶ Your name and contact details
- ▶ Your preferred means of contact
- ▶ The name of the student on whose behalf you may be contacting us (where relevant)
- ▶ The nature of the matter, including the effect that it has had on you/a student
- ▶ Any suggestions for putting things right
- ▶ The name of staff members or volunteers, if known whose efforts or achievements you feel worthy of praise

### Step Two

- a. When we receive a complaint, we will assign a member of staff to investigate the issue. He or she will contact you, ideally within 5 working days, to arrange a meeting or telephone conversation in order to discuss the complaint in more detail.

This may include:

- ▶ Clarifying and understanding the details of the complaint

- ▶ Discussing the outcome that you would find acceptable
  - ▶ Checking whether anyone needs support of any kind
  - ▶ Explaining the investigation procedure and the next steps in the process
- b. We will investigate as swiftly as possible and make every effort to complete the process within 5 weeks of receipt of the complaint. If there are likely to be delays in resolving the problem, we will advise you and let you know how much longer it might take.
  - c. We will write to you and explain the outcome of the investigation.

## How to take matters further

If you are not satisfied by the handling of the investigation, you are entitled to contact the Provision Lead or the Executive Chair of Ruskin Mill Trust for further investigation.

All complaints made to the Provision Lead or Executive Chair for Ruskin Mill Trust at this stage should be in writing, unless this is not possible for you to do.

If your complaint is from a professional body or a Local Authority about the running of one of our provisions please contact the Ruskin Mill Trust Company Secretary and your complaint will be reviewed by the Trustees.

You may also wish to contact the Education Funding Agency (EFA), Care Quality Commission, the Charity Commission or any other agency which regulates RMT's work. Contact details for these agencies are listed below.

Most external agencies will expect you to have completed RMT's complaints procedures before raising the matter with them, but they will always give advice.