



Complaints Policy and Procedure

The directors and tutors of the London Waldorf Seminar aim to provide quality teaching, encourage dialogue and to maintain the good working relationships with the students that are necessary for the success of the course. However, if a student does have a complaint, we aim to deal with it fairly, thoroughly and as promptly as possible, using the following procedure:

Stage 1 - Informal Resolution

- In the first instance, students should try to resolve any issues directly with the tutor(s) or student(s) concerned.
- If this is not possible, or in addition, they should speak with their personal tutor or one of the other tutors
- In most cases, the matter will be resolved straight away by this method.
- If the complainant is not a student enrolled in the seminar, the complaint should be directed to the course directors who will deal with the matter as deemed appropriate.
- In the event that the parties concerned fail to reach a satisfactory resolution within a reasonable time, then the complainant will be advised to proceed to Stage 2 of this procedure.

Stage 2 - Formal Resolution

- At least two of the seminar Trustees will not be involved at this stage in case they need to remain impartial in the event of stage 3 being invoked.
- If the complaint cannot be resolved on an informal basis, then the complainant(s) should put the complaint in writing to the Chair of Trustees of the seminar (email address below). They will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Chair of Trustees, or another designated trustee if the Chair is unavailable, will contact the complainant(s), normally within 7 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- The complainant will normally be informed within 7 days of the steps that will be taken to address the complaint.
- It may be necessary for the Chair of Trustees to carry out further investigations. They will inform the complainant of this and to give an indicative time frame within which these investigations would be completed.

- The Chair of Trustees may request a meeting with the complainant(s). This can take place in person or via a video conferencing platform.
- The Chair of Trustees will keep written records of any such meetings and interviews held in relation to the complaint and will send them to everyone who was present at the meeting/interview in order to confirm their accuracy.
- Once the Chair of Trustees is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and the complainant will be informed of the decision in writing. They will also give reasons for the decision.
- If complainant is still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 - Hearing

- If the complainant seeks to invoke Stage 3 (following a failure to reach an earlier resolution) they will be referred to two delegated trustees not previously involved in either the original complaint, resolution
- The delegated trustees will then acknowledge the complaint and schedule a hearing to take place as soon as is practicable, and normally within 7 days.
- If the delegated trustees deem it necessary, they may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 3 days prior to the hearing.
- The complainant, if a single individual, may be accompanied to the hearing by one other person. This may be a relative or friend. Legal representation will not normally be appropriate.
- If possible, the complaint will be resolved in this meeting without need for further investigation.
- Where further investigation is required, the delegated trustees will decide how it should be carried out.
- After due consideration of all the facts they consider relevant, the delegated trustees will reach a decision (and may make recommendations) which it shall complete within 7 days of the hearing.
- The delegated trustees will write to the complainant informing them of its decision and the reasons for it.
- Their decision will be final.
- The outcome of the hearing and recommendations, if any, will be sent in writing to the complainant(s), the Chair of Trustees and, where relevant, the person(s) against whom the complaint was directed.
- Students can be assured that all concerns and complaints will be treated seriously and confidentially.
- None of the above procedures affect the complainant(s) statutory rights.

Serious complaints can be made directly to the Charity Commission. Serious issues include those involving:

- a charity not following the law, with damaging consequences to its reputation and public trust in charities generally;
- serious harm to the people the charity helps or other people who come into contact with the charity through its work;
- a person or organisation receiving significant financial benefit from a charity;
- criminal, illegal or terrorist activity;
- a charity set up for illegal or improper purposes;
- a charity losing significant amounts of money;
- a charity losing significant assets, for example land or buildings.

The tutors and directors of the seminar can be contacted via their email addresses, which students are given.

Seminar Trustees can be contacted at info@waldorftraining.org.uk

Names of the current Trustees of the Seminar can be found here: <https://register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/801842/trustees>

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