



College

Compliments and Complaints Policy

Policy Details	
Policy Owner	Vice Principal Quality and curriculum Development
Date produced	April 2018
Approved by	Policies and Procedures Committee
Date approved	May 2018
To be reviewed	Annually
Publication	Student VLE
Version	1

Contents

1. Statement of Intent	1
2. Introduction and Purpose	1
3. Related Policies and Procedures	1
4. Procedures.....	1
5. Communication.....	4
Appendix 1 - Compliments and Complaints Flow Chart	5

1. Statement of Intent

- 1.1 USP College welcomes suggestions and comments aimed at improving its provision.
- 1.2 Complaints will be investigated and addressed promptly.
- 1.3 Compliments will be shared with a view to prompting best practice and continued improvements.
- 1.4 No person will experience discrimination as a result of raising a compliment or complaint.
- 1.5 Discrimination against a person who has made a complaint will be subject to Disciplinary Procedure.
- 1.6 Students will be given the appropriate support to lodge a compliment or complaint. Students may request the support of their Progress Coach, PPT & VPT or another member of college staff to make a complaint.
- 1.7 The Vice Principal Quality and Curriculum Development will monitor compliments and complaints received, the outcomes and any trends.
- 1.8 A summary of the compliments and complaints received by the college will be presented on a monthly basis to the Senior Management Team (SMT) Meeting and will be presented annually to the Governors.

2. Introduction and Purpose

- 2.1 This policy aims to highlight and share good practice, and enables shortcomings in the performance of the college to be identified more easily. It is aimed at improving our clients' satisfaction by dealing promptly and efficiently with the complaints received.

3. Related Policies and Procedures

- 3.1 Grievance Policy
- 3.2 Harassment and Bullying Policy
- 3.3 Positive Behaviour policy
- 3.4 Staff Disciplinary Policy
- 3.5 Whistleblowing Policy

4. Procedures

- 4.1 Compliments
 - a. Anyone, that is, a student, parent, employee as a user of college facilities, other users of college facilities, or anyone else with an interest in the college who wishes to register a compliment, should pass on their comments directly to a member of staff or to the Principal.
 - b. The SMT Support Team or Vice Principal Quality should be notified of the compliment so that it can be logged (Appendix 1).
 - c. The compliment will be shared with relevant member(s) of staff and will be used to continue to improve our service.

4.2 Non-formal complaints

- a. Anyone wishing to raise a complaint should raise this, in the first instance, with the department head. This can be achieved by emailing; feedbackmatters@uspcollege.ac.uk.
- b. Any member of staff who receives a non-formal complaint will:
 - i. Immediately discuss the issue with the complainant with the aim of reaching a satisfactory conclusion there and then or;
 - ii. Explain what action they will take to investigate and resolve;
 - iii. Notify their Manager or Vice Principal (VP) of the nature of the non-formal complaint and their course of action as a result. The Manager or VP should briefly record the details of the complaint (Appendix 2) and report these at an SMT meeting each month.
 - iv. However, where the recipient judges the nature of the complaint to be serious or immediately un-resolvable, they must encourage the complainant to put their complaint in writing, addressed to the Principal and CEO. In this instance, the complaint will be dealt with under the Formal Complaint procedures set out below.
 - v. Anyone is not satisfied that the informal complaint has been dealt with fairly or effectively and within 10 working days may lodge a "Formal Complaint" in writing.

4.3 Formal Complaints

- a. Any written complaint in the form of a letter or email to the Principal and CEO will be regarded as a Formal Complaint.
- b. The SMT Support Team will keep a log of all formal complaints received. If provided, the ethnicity, gender, age, health or learning needs of the complainant (or the person about which the complaint relates) will be logged to monitor for possible discrimination.
- c. Complaints against the Principal which cannot be resolved will be referred to the Chair of Governors for attention of the Corporation.
- d. Complaints addressed to the Principal and CEO will be acknowledged by the Principal in writing within 5 working days and a copy of the complaint will be passed to the Vice Principal Quality and Curriculum Development. VP will pass the complaint to the relevant manager to instigate investigation.
- e. The senior manager receiving the "Formal Complaint" should immediately start an investigation. The SMT Support Team will be kept informed of progress.

4.4 Investigation

- a. The complaint will be investigated and, if necessary, appropriate action will be taken to improve provision. The Manager will report the outcome of the investigation within 10 working days to the appropriate SMT member (usually Vice Principal Quality) who (with the agreement of the Principal and CEO) will notify the

complainant in writing within 15 working days of receiving the complaint. The SMT member will also inform the complainant of their right of appeal to the Principal and CEO.

- b. In the event of complaints requiring a liaison with an Exam Board or other bodies for their solution, the complainant will be informed of possible delays in the notification of the outcome.
- c. In the event that students, who have paid for their course, are seeking compensation, this will be presented to the academic board for investigation. The board will convene immediately and make recommendations.
- d. All correspondence relating to the complaint must be retained within the SMT support team. A copy must be sent to the SMT PA.

4.5 Appeal Hearing

- a. Anyone who considers that their Formal Complaint has not been fairly and/or effectively addressed may appeal to the Principal and CEO, in writing within 7 working days of receiving a written response to the complaint.
- b. The Principal and CEO will hear the appeal within 10 working days.
- c. A representative or friend of his/her choice may accompany the complainant.
- d. The complainant will present their complaint to the Principal and CEO.
- e. The SMT member responsible for the investigation of the complaint will present a report of the investigation and outcome.
- f. The complainant and the Principal and CEO will have an opportunity to ask questions to obtain further information.

4.6 The Decision

- a. The Principal and CEO will give a decision in writing about the outcome of the appeal within 5 working days. If the complainant is a Further Education student, they will be reminded that they have the right to take their complaint to the appropriate Awarding Body and/or the Education and Skills Funding Agency (ESFA). Higher Education students, if unsatisfied with the decision are entitled to refer their complaint to the office of the independent adjudicator (OIA) or, if appropriate, the University that facilitates their qualification.

4.7 External Support

- a. The college may promote the services of a professional arbitration service should the complainant remain dissatisfied after the appeals procedure as an alternative to legal action being taken. Both the college and the complainant must agree that the arbitration will be binding and that no further action of any kind will be taken subsequently.
- b. The college will seek advice, where necessary, from the college's solicitors relating to legal and insurance issues.

4.8 Internal Support

- a. The Vice Principal Quality will review all complaints received and will seek to identify potential areas for improvement at the college. The Vice Principal Quality will present these, together with any recommendations, to SMT on a monthly basis. The college logs of informal complaints compiled by Heads of Learning will also be collated and reviewed.
- b. The Vice Principal Curriculum and Quality will present an annual report on Compliments and Complaints to the Governors where recommendations for actions will be included.

3.6 Reference to External Policies and procedures

- a. Other complaints may be appropriately referred to specific awarding bodies or examining boards. Copies of complaints policies from relevant external institutions are available on request from the exams department or directly via the relevant institutions:

5. Communication

- 5.1** The policy is published on the college Intranet for members of staff and on the VLE for students. It is also published on the college Website. Its review will be communicated by sending an e-mail to all staff; included in the staff bulletin; at staff briefings and/or at professional development days to provide, when required, training to new employees.
- 5.2** Under the requirements of the Freedom of Information Act 2000, the full policy with appendices will be listed in the Publication Scheme and made available to the general public on request.

Appendix 1 - Compliments and Complaints Flow Chart



