



Comments, Compliments & Complaints Procedure

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Policy Originator:	Director of Learner Journey/ Updated by Assistant Principal Quality
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Approved by:	SLT
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Next Review Date:	June 2022
Audience:	All staff, learners & stakeholders

Comments, Compliments & Complaints Procedure

1 Purpose of the Procedure

1.1 The purpose of this procedure is to ensure that all comments, compliments and complaints are used as a key aspect of quality improvement as they provide opportunities to identify strengths and weaknesses within college systems. It also enables the college to systematically receive feedback on customer perceptions of services provided.

2. Scope of the Procedure

2.1 This procedure applies to all customer feedback and the management of the feedback will follow the processes outlined below. The Assistant Principal will have the responsibility of managing feedback and ensuring summary reports are made available to ELT/SLT and the Board of Governors.

3. Procedure

Confidentiality Comments, Complaints and Compliments

3.1 All comments, complaints and compliments will remain confidential unless permission is granted to the college, from parties involved, to use comments or compliments for marketing or PR related reasons.

3.2 All complaints will remain confidential except where such a complaint requires investigation and/or notification to official bodies for example the Office for Students (OfS), Education and Skills Funding Agency (ESFA), Institute for Apprenticeships and Technical Education, Ofqual, or Health and Safety Executive (HSE).

Comments & Compliments

3.3 Comments and compliments will be actively sought from learners and teachers throughout the academic year

3.4 Learners will be notified of the feedback via email/letter and/or posters and flyers throughout the college. The Quality Administrator will ensure that comments and compliments are collated monthly to feed into summary complaints report.

Complaints

There are 3 stages to complaints at South Staffordshire College – informal, formal and appeal.

3.5 In the first instance complainants who are unhappy about some aspect of their College experience can usually have things put right through an informal approach to the person most closely associated with the problem. Learner, applicants, employers and any other class of customer are encouraged to adopt this approach in the first instance.

3.6 Staff who receive and resolve concerns informally should document discussions and email the details to the Quality Administrator so that management intelligence about the problem areas can be collated.

3.7 Individuals who wish to make a formal complaint should do so in writing or on the College Complaints Form. All staff, managers or governors receiving complaints should forward them to the Quality Administrator.

3.8 Any complaint regarding safeguarding issues will be forwarded to the designated safeguarding lead for the college, who will liaise with the HR Manager as appropriate. The matter will then be dealt with in accordance with the Safeguarding policies and Disciplinary Policy and procedures and the complainant notified of this with the complaint closed.

3.9 The college seeks to analyse all complaints in accordance with legislative equality and diversity requirements. Therefore, complainants may be asked their gender, age, ethnicity and whether or not they have a disability.

3.10 The Quality Administrator will send the complainant an acknowledgement email or letter within 3 working days of receipt of the complaint.

3.11 A College manager will be asked to investigate the complaint and the subject of the complaint and their manager will be notified.

3.12 The complaint investigator will hold meetings with relevant staff and interview learners and stakeholders as appropriate to enable a judgement to be made to draft a response.

3.13 A draft response by the manager will be sent to the Quality Administrator within 10 working days of receipt of complaint. The Quality Administrator will then inform the complainant of the outcome.

3.14 HR will be notified of any issues concerning a member of staff's non-compliance and they will discuss the case with the relevant manager.

3.15 The Quality Administrator will log and monitor the complaint as being closed upon receipt from the investigating manager of the letter or email sent to the complainant.

3.16 Where the reply does not satisfy the complainant, they will have 5 working days in which to appeal.

3.17 If the complainant appeals, a member of ELT will be assigned to review the appeal. The member of staff leading the appeal may also interview the investigator of the complaint. A decision will be made as to whether or not the appeal is upheld, and the complainant will be notified.

3.18 The Quality Administrator will be responsible for providing a summary of comments, compliments and complaints to the Assistant Principal of Quality on a regular basis and a full report will be provided on an annual basis.

4. Monitoring and Review

4.1 The Assistant Principal of Quality will review the documentation every 3 years or sooner if required.



FORMAL COMPLAINT FORM

QCP2

Name of Complainant:

Male Female / AGE: 14 – 19 19+ / DISABILITY: Yes No

Ethnicity: _____ Sexual Orientation: Heterosexual Yes No
Religion or Belief: _____

Contact Details:

Have you already tried to resolve this complaint informally? Yes/No *(Please indicate)*

By completing this form you are making a formal complaint, which will be investigated by a member of the College Leadership Team. We will try to respond within 10 working days. Please ensure you attach full address to guarantee a written response.

Nature of complaint:

(You should include details of date(s), time, place and people involved and highlight exactly why you are making a complaint)

Please continue overleaf if required 

Desired outcome: (What would you like to happen as a result of your complaint?)

Signed: _____

Date: _____

**Please return this form to the Quality Improvement Office,
South Staffordshire College, Penkridge, Staffordshire, ST19 5PH or
Email: brian.woodhouse@southstaffs.ac.uk**

***Continue/...* Name of Complainant:**

A large, empty rectangular box with a thin black border, intended for the complainant's name.

For Office Use Only:						
Complaint Received	Form Out	Form In	Allocated to	Cc to HR	Outcome to: Dir/HoF/ Manager	Complainant notified

Record of actions:



Verbal Complaint Record Form

To be completed by member of staff receiving the complaint

Name of Complainant:

Male Female / AGE: 14 – 19 19+ / DISABILITY: Yes No

Ethnicity: _____ Sexual Orientation: Heterosexual Yes No

Religion or Belief: _____

Contact Details:

Details of Complaint/Concern:

Signature:

Name (Block capitals)

Name of staff receiving complaint?

Area:

Action taken to address complaint:

Was the complainant satisfied? Yes/No

Signature of staff dealing with complaint:

Date:

Name: (Block capitals)

Copy: Quality Improvement Office