

## Compliments & Complaints Policy and Procedure – guidance for college staff

**Please see the overarching Policy and Procedure before reading this additional guidance for staff.**

**The overarching document lays out:**

- The importance to the College of compliments and complaints
- How to make a compliment or a complaint
- The policies that should be used instead of the complaints policy if the issue relates to assessment, disciplinary matters and exclusions, applications and internal progression or if the complainant is a member of staff
- Who can use the complaints policy and who cannot
- The complaints that the college will not accept
- What needs to happen before the complaints policy can be used
- The process and timescales for a formal complaint and for the review process
- The external agencies complaints can be referred to

**To support users of the policy:**

- It will be accessible on the College website, intranet and on moodle
- There will be leaflets available at reception, the library, student services, study plus etc and at college events which summarise the policy and provide a QR code which links to the full policy
- The Compliments and Complaints Policy and Procedure will be included in student inductions and at staff briefings

**The role of College staff is to:**

- Provide the best possible experiences to students, parents, carers, apprentices, employers, partners and members of the public
- Support these people to resolve any concerns they may have informally and as quickly and as effectively as possible
- Refer them to the Compliments and Complaints policy if concerns cannot be resolved informally
- Support them to submit their complaint to the relevant email address if needed. Complaints may not be processed properly if they are not received through this email address.
- Distinguish between a request and a complaint. A request is generally where a student or a member of the public requires the College to take an action eg students causing a disturbance or speed up a process at enrolment. In these cases the request should be passed on to the most relevant manager. A complaint could arise if no appropriate action is then taken.

**Reporting and monitoring of Compliments and Complaints**

- All compliments and complaints received through the correct email addresses will be logged and responded to as detailed in the policy. The Executive Offices at both campuses will perform this function and will maintain the highest levels of confidentiality.
- Any complaint that relates to a member of staff will be referred to HR and may result in an HR investigation running alongside the complaints process
- The complaints log will detail the complainant, the area or function of the college about which they are complaining, the nature of the complaint and its outcome.
- This log will provide evidence for evaluation through the Learning & Quality Framework, at Team Progress Reviews, in Quality Improvement Plan updates and in the local and college wide Self Assessment processes, driving continuous improvement.
- An annual report of compliments and complaints received and actions undertaken will be available for Governors to ensure appropriate scrutiny of and accountability for college activity.
- An annual review of the Compliments and Complaints Policy and Procedure will also be undertaken to ensure it meets its objectives and remains fit for purpose.