

Suggestions, Compliments and Complaints

EI03

EI03: Suggestions, Compliments and Complaints

Owned and Authorised by:	Head of Student Services
To Ensure that:	The College effectively manages stakeholder feedback in order to continually improve their experience of the College.
Which Applies to:	All activities undertaken by the College
Operators:	All staff, Director of Marketing & Learner Services, Directors (D), Executive Team (Exec), Centre Administrators

Stage	Action	Responsibility
Suggestions and Compliments	Anyone who has direct interface with learners and other stakeholders will encourage feedback on their services, (e.g. comments cards). Appropriate action to achieve improvements will be instigated and the impact assessed.	HoFs, CMs
Informal Complaint	Complaints are to be dealt with informally in the first instance if of a nature which can easily be resolved/are not serious. Every effort should be made to proactively address the complaint. Informal complaints should be logged with Centre Administration including action taken/resolution. Where an informal complaint cannot be resolved: after all attempts have been made to resolve it, or where a formal written complaint is received the complaint should be referred to the Head of Student Services (form SCC01 or complainant letter/e-mail).	All staff
Formal Complaint – Stage 1 (5 Working Days*)	The Head of Student Services communicates with complainant acknowledging receipt of complaint - confirming initial action taken and providing a summary of the process (form SCC02) and contact names. A file of all complaints will be maintained by the Centre Administration along with the Formal Complaints Log (form SCC04).	HoSS + Centre Administration
Formal Complaint – Stage 2 (15 Working Days*)	Following investigation by the relevant Manager the Head of Student Services summarises findings and compiles a response. The Head of Student Services sends out the response to the complainant. The Centre Administrator logs the complaint details on the system and retains a paper copy in their Complaints File.	HoSS + Centre Administration
Appeal Stage (20 Working Days*)	If complainant is not satisfied with the response the Head of Student Services forwards the appeal to a senior member of staff who has had no previous involvement with the complaint. The senior member of staff investigates the complaint and forwards their findings to the Head of Student Services who writes to complainant indicating action taken / to be taken (where necessary arranging a meeting to discuss the complaint). A completion of procedures letter is issued to HE students. All details are logged on the system by the Centre Administrator.	HoSS/Exec Exec/HoSS Centre Administration
Further steps	If the complainant is unsatisfied with the outcome the following courses are open to them: FE courses: Complainant can contact the Skills Funding Agency (SFA): Greater Manchester Learning and Skills Council, 9 th Floor, Arndale House, Manchester, M4 3AQ or phone 0845 019 4142	Complainant

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	HE courses: the student will receive a completion of procedures letter advising whether the complaint can be referred to a Partner University (if applicable) or to the Office of the Independent Adjudicator (OIA).	
Monitoring, Evaluation and Reporting	The Suggestions, Compliments and Complaints Logs will be evaluated periodically with key issues summarised in reports Exec, CMT and Corporation and used as evidence in self-assessment. (Complaints will be assessed to identify Equality and Diversity issues). Where possible, action taken and impact made will be reported to the individual making the suggestions and generally publicised.	Director

* On occasion timescales might be amended to reflect time needed to investigate or resolve the issue. On these occasions the complainant will be informed of amended timescales.

Supporting Documentation	
References:	Equality and Diversity Policy & Single Equality Scheme
Operational Forms:	SCC01 – Formal Complaint Form SCC02 – Complaint Process (overview for complainant) SCC03 – Suggestions, Compliments and Informal Complaints Log (By Centre) SCC04 – Formal Complaints Log

Acronyms:

CM	Curriculum Manager
CMT	College Management Team
Exec	Executive Team
HoF	Head of Faculty
HoSS	Head of Student Services
CA	Centre Administration