

Suggestions, Compliments & Complaints

SCC02 - Complaint Process Overview

Date of Issue: 15th June 2020

Date of review: 8th June 2021

Person responsible for review: Ashley Newell, Head of Quality Assurance

BEACONS OF **EDUCATIONAL EXCELLENCE**
TRANSFORMING THE LIVES OF INDIVIDUALS
AND COMMUNITIES



How We Manage Complaints

Introduction

SCC Group welcomes feedback from all its stakeholders (students, parents/guardians, employers and members of the public). All formal complaints are robustly investigated and treated sensitively. Our aim is to respond positively and to reach an effective resolution that is fair and satisfactory to all concerned.

Any complaints that relate to a safeguarding issue will be passed immediately to the designated safeguarding officer at the College concerned. Any complaints regarding a member of staff will be referred to Human Resources (HR) and HR will investigate the matter and report back. Complaints from Higher Education students will be referred to Head of Higher Education Quality, in conjunction with the relevant Head of College. The Head of HE Quality will handle the complaint in accordance with the requirements of the UK Quality Code.

The College aims to balance the rights of the complainant and those of any person complained against. All complaints are handled confidentially with fairness and dignity. A learner however, may be subject to the College Disciplinary Procedure, if a complaint, which is not upheld, was found to have been made maliciously. The College cannot process anonymous complaints. The College will not tolerate aggressive behaviour, bad language, racist, sexist or discriminatory comments.

On occasion timescales may be amended to reflect the time needed to investigate or resolve an issue or as a result of College holiday periods. On these occasions, the complainant will be informed of the amended timescales.

Informal Complaints

We encourage all complaints to be dealt with informally. An informal complaint is a matter, which an individual can raise with a member of college staff and is normally quickly resolved, without the need to use the formal complaints procedure. Please discuss your complaint with your Personal Tutor/Head of Pastoral Support, Head of Quality Assurance, Apprenticeship Representative, Head of Department or Student Services in the first instance. If you are not satisfied with the response or if the complaint concerns these staff, then you can complete the Formal Complaint Form (SCC01), which will allow you to take your complaint further and in a more formal way.

Compliments

It is always good to receive positive feedback. Compliments can be given in any format the parent/carer or other person chooses: email message, card or letter, telephone call, or verbally to any member of staff. Compliments will always be shared with staff and students in a timely way via: briefing, briefing notes, email messages, in person when appropriate, in assemblies and via student representative groups. Cards and letters will be placed in prominent positions around the College. If parents and carers agree, their compliment can be put onto our College website or emailed to complimentscomplaints@salfordcc.ac.uk

Formal Complaints

Action Taken

Timescale

Stage 1

Please complete the Formal Complaint Form (SCC01) which can be found on the website and email the completed form to complimentscomplaints@salfordcc.ac.uk. The Head of Quality Assurance will acknowledge the complaint and request a member of the College Leadership Team to investigate the matter. Acknowledgement of the complaint can be by telephone, email or more generally by the use of an acknowledgement letter signed by the Head of Quality Assurance. The complaint will be logged on the College system and a copy of the complaint will be retained in the complaints file.

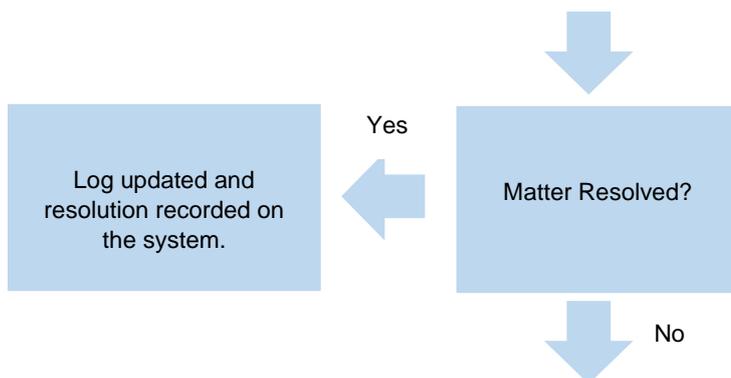
5 working days

Stage 2.

A member of the College Leadership Team will be assigned to investigate the complaint and contact the complainant to clarify the manner and seek further details. To resolve the complaint, it may be necessary for the member of the College Leadership Team to arrange a meeting with the complainant or discuss the issue by phone or respond by email or letter.

15 working days

Following the investigation, the member of the College Leadership Team will respond to the complainant the outcome of the investigation. This may be conveyed by the phone or email or if requested by a formal letter outlining the main findings of the investigation and the decision reached.

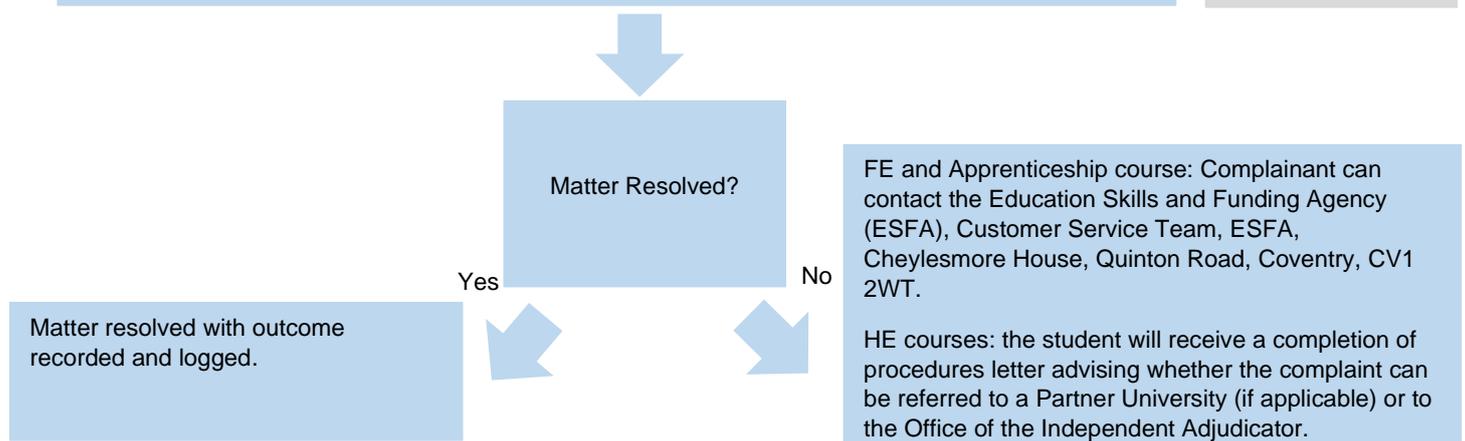


Stage 3 Appeal

If the complainant is not satisfied with the outcome of the formal complaint, they should notify the Head of Quality Assurance and log an appeal. A member of the Senior Leadership Team, who has no previous involvement in the complaint, will investigate the matter.

10 working days

It may be necessary for the member of the Senior Leadership Team to arrange a meeting with the complainant or discuss the issue by phone or respond by email or letter. Following the investigation the member of the Senior Leadership Team will respond to the complainant the outcome of the investigation. This may be conveyed by the phone or email or if requested by a formal letter outlining the main findings of the investigation and the decision.



A summary of complaints, outcomes and actions are regularly reported to the Senior Leadership Team. An annual report is presented to Corporation, whereby governors are fully informed of all complaints and outcomes. The Quality Team logs and records all College complaints and outcomes.