

Compliments & Complaints Policy 2021/2023



CONTENTS

INTRODUCTION.....	3
SCOPE	3
POLICY STATEMENT	3
AIM.....	3
ROLES AND RESPONSIBILITIES.....	4
All staff	4
Student & College Services team	4
Student & College Services Manager	4
Investigating Manager	4
Head of Communications and Marketing	5
Customer	5
Apprenticeships – End Point Assessment Providers	5
PROCEDURE	5
Informal compliments, comments, feedback and complaints	5
Formal compliments, comments, feedback and complaints	6
Appeals	6
HE Refunds	6
Unresolved	7
Feedback & Comments	7
MONITORING & EVALUATION.....	7
DOCUMENTS ASSOCIATED WITH THIS POLICY.....	7
DOCUMENT REVIEW INFORMATION	7
APPENDIX A: COMPLIMENTS & COMPLAINTS FLOWCHART	8

INTRODUCTION

This policy identifies the arrangements to be used by Hopwood Hall College to deal with anyone who has had a positive or negative experience with the College services. This includes compliments, comments, feedback and complaints from students, parents, customers, employers, contractors, local residents, visitors and any other users of our services.

SCOPE

This policy and procedure will enable customers to provide the college with compliments, comments, feedback and complaints. It will help to eliminate direct and indirect discrimination against any individual on grounds of protected characteristics.

This policy will not discriminate either directly or indirectly against any individual on grounds of sex, race or ethnicity, sexual orientation, religion or belief, age, disability, inclusion need, gender identity, socio-economic status or any other protected characteristic.

The college does not accept any form of sexual harassment, violence or abuse and any member of the college community who wishes to make a complaint of this nature will be supported to do so and it will be managed through the Positive Behaviour Support and Disciplinary Policy for students or Professional Guidelines for Staff. Any reasonable adjustment or support required to enable compliments and complains to be made will be put in place.

This policy does not replace the College's Disciplinary Procedure, Speaking Out Policy, Safeguarding Policy, Equality, Diversity & Inclusion Policy, Allegation Management Procedure, Higher Education Policies or Fees Policy and these policies / procedures should be followed where appropriate.

POLICY STATEMENT

The College is committed to providing high quality experience for all its customers through teaching, learning and a range of professional support and commercial services. The College welcomes compliments, comments, feedback and complaints and will deal with them in a sensitive, fair and efficient way. The Policy will be published on the College's website, communicated to all staff via Netconsent and updated accordingly.

AIM

The compliments, comments, feedback and complaints procedure plays an important part in enabling the college to gain awareness of positive aspects of our services and areas that require further development. This policy is in place to:

- Help customers understand the compliments, comments, feedback and complaints procedure
- Enable customers to compliment, comment, feedback and complain
- Address all complaints effectively
- Allow speedy handling with established time limits for action

- Keep people informed of the progress of their complaint
- Ensure a full and fair investigation where required
- Respect customers confidentiality
- Collate information to assist the College to improve services and work in a more equitable way.

The College defines Compliments, Comments, Feedback and Complaints in the following way:

Compliment: 'A polite expression of praise or admiration'.

Comment: 'A verbal or written remark expressing an opinion or reaction'.

Feedback: 'Information about [reactions](#) to a [product](#) or a person's [performance](#) of a [task](#), which is used as a [basis](#) for development or praise'.

Complaint: 'An expression of dissatisfaction about the standard of services provided which requires a response'.

Working Day: this is a college working day and applies to term time only.

ROLES AND RESPONSIBILITIES

All staff

- All staff have responsibility for ensuring that customers are sign posted to the Student and College Services Team who will receive and record both **informal and formal** compliments, comments, feedback and complaints.
- All staff must refer Compliments, Comments, Feedback and Complaints to the Student and College Services team so that they can be logged and tracked.

Student & College Services team

- Student and College Services staff are responsible for initial clarification and recording of Complaints on the college Compliment and Complaint system.
- Student and College Services staff will provide customers who have made a formal complaint with an acknowledgment letter which is generate by the system automatically once a complaint is recorded.
- Respond to any reasonable adjustment or support.

Student & College Services Manager

- The Student and College Services Manager will ensure that this policy is updated and accessible.
- The Student and College Services Manager will be responsible for the allocation of Complaints for investigation to the appropriate Manager
- The Student and College Services Manager will make the manager of the reviewer aware of investigation.
- The Student and College Services Manager is responsible for monitoring the compliment and complaints process and for preparing termly reports and an annual report on the operation of the procedure.
- Respond to any reasonable adjustment or support.

Investigating Manager

- The Investigating Manager is responsible for undertaking the timely investigation into a Complaint allocated to them and reaching an outcome or resolving the Complaint and compiling the resolution letter. The Investigating Manager is also responsible for recommendations for future preventive measures.

- Respond to any reasonable adjustment or support.

Head of Communications and Marketing

- The Head of Communications and Marketing is responsible for auditing and tracking any comments made on social media and for directing individuals to the policy should the nature of their comment be a complaint.

Customer

- Customers are required to bring their Compliments, Comments, Feedback and Complaints to the college's attention as soon as possible. This can be done in various ways including face to face, writing a letter, by telephone and via the college Website.
- Representative are only permitted when the student's consent is confirmed.
- Complaints/comments submitted from suspended learners should be pointed to the positive behaviour policy. If there is an ongoing investigation, this must first be concluded before a formal complaint can be raised.

Apprenticeships – End Point Assessment Providers

- The Employer acknowledges that the College does not exercise control over the End Point Assessment Organisation (EPAO). If the Employer has a complaint about the EPAO they should contact the College in the first instance to discuss the complaint by contacting Training @ Hopwood: Telephone: 0161 643 7560 or email: apprenticeships@hopwood.ac.uk
- The College at its sole discretion considers it appropriate to mediate any complaints between the Employer and EPAO. The College may, however, determine that it is appropriate for a complaint against an EPAO to be raised directly with the EPAO. If the Employer is directed to EPAO to raise a complaint with them, the Employer shall keep the College's Training @ Hopwood informed of the progress and resolution of the complaint.
- In the event that the Employer is not able to reach a resolution with the EPAO the College may provide assistance to the Employer or the EPAO as it considers appropriate in order to resolve the complaint.
- If the Employer has not been able to resolve a complaint with EPAO in accordance with the above the Employer could raise a formal complaint with the College regarding the EPAO set out in section 7a below.

PROCEDURE

Informal compliments, comments, feedback and complaints

- Informal Compliments, Comments, Feedback and Complaints may be received by any member of staff.
- Staff members should listen and respond to any concerns or negative feedback in a sensitive, fair and efficient way
- Informal Compliments and Complaints should be referred to the Student & College Services team to be recorded on the college Compliment and Complaint system (This means that if an employee has received a Compliment, Comments or Complaint and have resolved the case, they should send the information only to Student & College Services for recording purposes).

- No formal responses are necessarily required for Compliments, Comments, Feedback and informal Complaints.
- Where appropriate Staff should make recommendations for improvement within their own area when they have resolved an informal complaint.

Formal compliments, comments, feedback and complaints

- All formal Compliments and Complaints should be referred to the Student & College Services team to be recorded on the college Complaint system
- Student & College Services will respond to any formal complaints with an acknowledgement letter. The customer will receive this within 2 working days. (Face to face complaints may receive an acknowledgement letter immediately).
- The Student and College Services Manager will allocate an investigator within 2 working days
- The investigator may liaise with the complainant to seek further clarification
- The investigator will investigate the complaint and aim to find a resolution within 12 working days
- The investigator will provide the complainant with an outcome letter within 12 working days
- The Student and College Services Manager will record the outcome on the college Compliment and Complaint system
- Where further investigation is required and more time is needed, this will be communicated to Student & College Services and the complainant.
- Where appropriate the investigator will make recommendations for improvements using the recommendations for improvements form.
- If there are any HR implications, these will be sent to the HR Manager for escalation.

Appeals

- If a customer is dissatisfied with the outcome offered by the investigator, the complainant may appeal and request a review of the outcome.
- The Student and College Services Manager will record the appeal and allocate a Reviewer within 2 working days.
- The Reviewer will be a member of the Senior Leadership Team
- The Reviewer will review the complaint and aim to find a resolution
- The Reviewer will provide the complainant with a final outcome letter within 12 working days of the date appeal being made.
- The Student and College Services Manager will record the outcome on the college Compliment and Complaint system.

HE Refunds

In the event that the college can no longer offer continuation of study then HE students may receive a refund of their tuition fees and a compensatory payment to offset the additional costs incurred to complete the course of study at an alternative location.

Consideration will be given to other costs incurred such as maintenance costs and lost time where it is not possible to offer continuation of the course. Students to provide evidence of additional costs prior to any such consideration being made to the student. In these circumstances, the college may also honour student bursaries awarded at the time of enrolment.

Unresolved

If the complainant has exhausted all avenues within the college policy and remains unsatisfied with the resolution provided by the College, then they should seek advice from the Government funding agencies (ESFA).

In the case of a complaint relating to the college's Higher Education provision, advice should be sought from the Office of the Independent Adjudicator for which the College is a member of the scheme. The process for resolving any queries or complaints regarding the apprenticeship, including quality. This must include details of the escalation route within the main provider's own organisation and the escalation process to the ESFA Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk

Feedback & Comments

The college will also offer a wide range of opportunities for its customers to provide feedback and comments including during Enrolment and Open Days, Learner Voice mechanisms, Principal's Question Time, PACE Tutorials / Progress Reviews, email, Its Learning and via Social Media.

MONITORING & EVALUATION

The Student and College Services Manager will track the progress of all complaints and will submit a termly report to the wider management team summarising compliments and complaints. Any concerns or complaints relating to inclusion will be shared with the EDI Manager and reported annually to the E&D steering group.

This policy will be shared through the following methods:

- All employees (via Netconsent)
- All students (PACE Sessions)
- All customers and visitors (via college website and Student & College Services)
- All employers (via a services agreement)
- All Apprentices (via e-portfolio and induction)

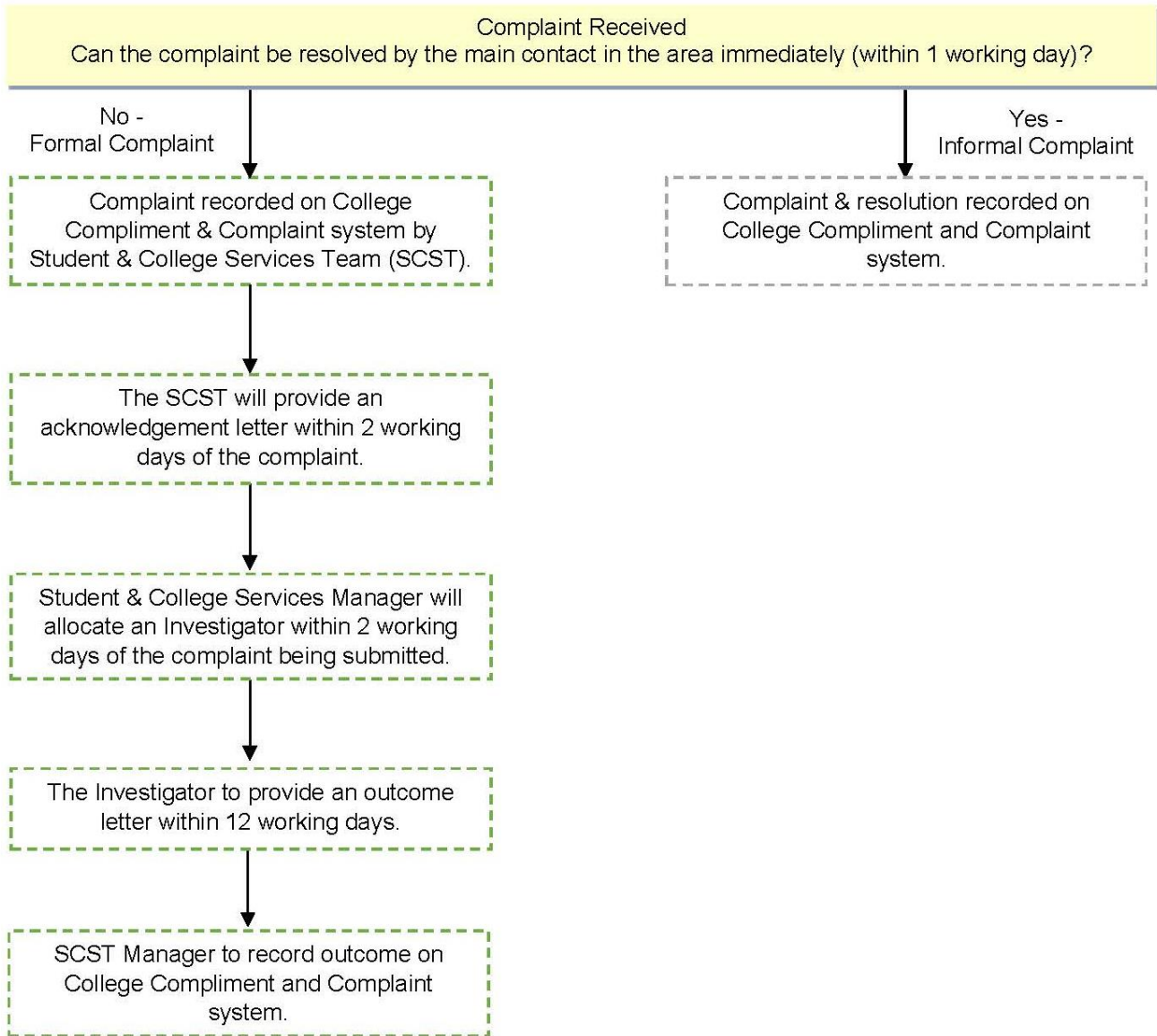
DOCUMENTS ASSOCIATED WITH THIS POLICY

Positive Behaviour Policy
Equality, Diversity & Inclusion Policy
Safeguarding & Child Protection Policy
Bullying & Harassment Policy
Speaking Out Procedure
HE Policies
Fees Policy

DOCUMENT REVIEW INFORMATION

Policy Date: 12th November 2021
Policy Author: Ross Black
Date of SLT Sign Off: 12th November 2021
Equality Impact Assessment Completed? Yes
Equality Impact Assessment Date: 5th August 2021

APPENDIX A: COMPLIMENTS & COMPLAINTS FLOWCHART



Where customers are not happy with the response from the investigator, they can appeal. The process above is repeated but is investigated by a member of the Senior Leadership Team.