NWSLC

NORTH WARWICKSHIRE & SOUTH LEICESTERSHIRE COLLEGE

Comments, Compliments & Complaints Policy 2024 (v2)

North Warwickshire and South Leicestershire College

Title of Policy Author: Vice Principal: Quality

Target Audience: Staff / Students / Public

Policy Location: Website / HR SharePoint / Staff SharePoint

Contents

Comments Compliments and Complaints Policy 2024(v2)

Page

1. Introduction 1
2. Definitions 1
3. Related Policies, Procedures and Documents 1
4. Rationale 1
5. Core Principles 1
6. Equality Analysis 2
7. Data Protection Impact Assessment 2
8. Implementation, Monitoring and Review 2

Appendices

1. Comments Compliments and Complaints Procedure .....

Document History

Version Number	Amended By	Date of Revision	General Revision Description
V2	VPQ	8.2.24	Inclusion of section 8 Data Protection Impact Assessment, updating of dates and minor formatting changes.

Comments, Compliments and Complaints Policy 2024(v2)

1. Introduction

1.1 The College is committed to providing a high quality service for all its customers and stakeholders. It strives to improve the service by listening and responding to the views of the College community, including students, apprentices and staff, parents and carers, visitors, contractors and neighbours.

1.2 The College's Comments, Compliments and Complaints Policy (3C's) supports positive feedback, informal concerns and formal complaints.

1.3 The policy aims to ensure that making a Comment, Compliment or Complaint is as easy as possible and that responses are timely and appropriate.

2. Definitions

2.1 A customer is a person who receives or consumes products, goods or services from the College (including apprentices and their employers).

2.2 Stakeholders are groups or individuals that are affected by and/or have an interest in the operations and objectives of the College.

2.3 A comment is an informal concern.

2.4 A complaint is a clear expression of dissatisfaction.

2.5 A compliment is an expression of satisfaction.

3. Related Policies Procedures and Documents

3.1 Comments Compliments and Complaints Guidance and Process**.** (Appendix 1)

3.2 Comments Compliments and Complaints Card.

3.3 Equality Scheme.

3.4 Health and Wellbeing Policy.

3.5 Quality Improvement Plan.

3.6 Student Disciplinary Policy and Procedure.

4. Rationale

4.1 The College recognises the importance of clear communication and complaints processing. Successful education is more likely to be achieved for all students, stakeholders and those who come into contact with the College, when the College and its community work together in a positive and constructive manner.

5. Core Principles

The College:

5.1 Recognises the need to provide a first class public service, which is responsive to views from the College community and other customers as reflected in the College values.

5.2 Is committed to making it as easy as possible for stakeholders and others to provide feedback and to using that feedback to improve College educational provision and services.

5.3 Is committed to ensuring that through the implementation of this policy that:

i. Comments are considered and where appropriate acted upon.

ii. Compliments are shared and celebrated and used to inform good practice throughout the College.

iii. Complaints are dealt with effectively and fairly within a set timescale and that where relevant, College processes are improved to prevent further dissatisfaction.

5.4 Aims to resolve a complaint and leave complainants feeling that it was handled fairly and appropriately and that:

i. The tone of the College's contact will be open, responsive and avoid unnecessary formality.

ii. Written correspondence will use plain English and will be backed up with positive action.

5.5 Is committed to treating all College community members and other customers fairly and will take equality and diversity into account in a positive way; this includes ensuring where possible that individual needs are taken into account and that any reasonable adjustments are made as required.

6. Equality Analysis

6.1 By virtue of the provision of the Equality Act 2010, the College has a duty to have due regard to the need to:

i. Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct.

ii. Advance equality of opportunity between people of different groups.

iii. Foster good relations between people from different groups.

6.2 In implementing this Policy and associated procedures, the College will actively take these aims into account as part of its decision making processes and will demonstrate how this has been undertaken.

7. Data Protection Impact Assessment

7.1 Data Protection Impact Assessments (DPIA) are an essential part of the College's accountability obligations under the UK GDPR. Conducting a DPIA is a legal requirement for any type of processing, including certain specified types of processing that are likely to result in a high risk to the rights and freedoms of individuals. Under UK GDPR, failure to carry out a DPIA when required may leave the College open to enforcement action.

7.2 A DPIA, relating to any relevant areas within this Policy and Procedure, will therefore be undertaken to enable the systematic analysis, identification and minimisation of data protection risks and to demonstrate how the College complies with its data protect obligations.

8. Implementation, Monitoring and Review

8.1 The Principal will ensure that procedures are in place to provide effective management of customer feedback.

8.2 Information on 3c's processes and how to make a comment, compliment, complaint will be available:

i. At all College campus locations.

ii. On the College website.

iii. In College publications.

8.3 Principles of the 3C's Policy will be embedded through:

i. Awareness raising across the College.

ii. Focused training for relevant staff.

8.4 The Policy and associated documentation will be reviewed on a three yearly basis or as required by changes in the law, regulation or as directed by the Principal.

Appendix 1

Comments, Compliments & Complaints Procedure

1. Comments, Compliments and Complaints can be made either directly to our reception staff at each campus, via email on feedback@nwslc.ac.uk, telephone on 0330 058 3000 or via our website on www.nwslc.ac.uk/contact/. Comments, Compliments and Complaints will be acknowledged, logged and progressed by a member of the Customer Service Reception Team within 2 working days of receipt.
2. Compliments will be:
    i. Forwarded to the appropriate College Manager or Director (or their designated nominee) responsible for the area that the Compliment relates to within 2 working days of receipt.
    ii. Reviewed by the appropriate member of the College Management Team (or their designated nominee) to identify possible PR opportunities.
    iii. Forwarded to the Vice Principal: Quality to inform an annual review of compliments.
    iv. Closed
3. Comments will be:
    i. Forwarded to the appropriate College Manager or Director (or their designated nominee) of the area who will carry out an investigation. They will contact the customer/stakeholder within 5 working days of receipt and send a copy of the response to the Customer Service Reception Team.
    ii. Logged from any concerns raised and only escalated to a complaint if the customer identifies at the outset that they wish to make a formal complaint, or if the issues identified cannot be resolved within 10 working days.
    iii. Acknowledged and logged by the Customer Service Reception Team within 2 working days of receipt.
    iv. Closed if a satisfactory outcome has been achieved.
4. If unresolved after 5 working days comments will be:
    i. Forwarded to the Vice Principal: Quality (or their designated nominee).
    ii. Sent again to the appropriate College Manager or Director (or their designated nominee) of the area carrying out the investigation) who will contact the customer/stakeholder within 5 working days of receipt and send a copy of the response to the Customer Service Reception Team.
    iii. Closed if a satisfactory outcome has been achieved within 10 working days.
5. If comments remain unresolved after 10 working days they will be:
    i. Escalated to a Complaint.
    ii. Referred to the Vice Principal: Quality who will refer to an appropriate member of the College Management Team.
    iii. Reviewed again by the appropriate member of the College Management Team (or their designated nominee) responsible for the area that the Complaint relates to who will respond to the customer/stakeholder within 2 working days and send a copy of the response to the Customer Service Reception Team.
    iv. Checked for resolution by the Customer Service Reception Team within 2 working days of the response to ensure the customer/stakeholder is satisfied with the outcome.

    If the Complaint remains unresolved it will be reviewed by a member of The Executive Team. A final response will be sent to the customer/stakeholder within 10 working days.
6. Complaints will be:
    i. Acknowledged and logged by the Customer Service Reception Team or the Executive Co-ordination Team within 2 working days of receipt.

Appendix 1

ii. Forwarded to the Vice Principal for Quality, who will identify an appropriate member of the College Management Team to carry out an investigation contact the customer/stakeholder within 5 working days of receipt.

iii. Checked for resolution by the Customer Service Reception Team or the Executive Co-ordination Team within 2 working days of response to ensure the customer/stakeholder is satisfied with the outcome.

iv. Closed if a satisfactory outcome has been achieved.

7. If unresolved after 5 working days complaints will be:

   i. Forwarded to the Vice Principal for Quality (or their designated nominee).

   ii. Sent again to the appropriate member of the College Management Team (or their designated nominee) of the area carrying out the investigation who will contact the customer/stakeholder within 5 working days of receipt.

   iii. Checked for resolution by the Customer Service Reception Team or the Executive Co-ordination Team within 2 working days of response to ensure the customer/stakeholder is satisfied with the outcome.

   iv. Closed if a satisfactory outcome has been achieved within 10 working days.

8. If complaints remain unresolved after 10 working days they will be:

   i. Referred to the Vice Principal for Quality, who will contact a relevant member of the College Management Team.

   ii. Reviewed again by the appropriate member of the College Management Team (or their designated nominee) who will respond to the customer/stakeholder within 2 working days.

   iii. Checked for resolution by the Customer Service Reception Team or the Executive Co-ordination Team within 2 working days of the response to ensure the customer/stakeholder is satisfied with the outcome.

9. If the Complaint remains unresolved it will be reviewed by a member of The Executive Team. A final response will be sent to the customer/stakeholder within 10 working days.