



Compliments, Complaints and Suggestions Policy and Procedure

Issue Date	June 2016
Approval by	SMT
Date to be reviewed	June 2019
Responsibility/Main point of contact	Assistant Principal Quality Assurance and Support
Associated Documents	EDI policy Disability Statement Transgender Policy
Version no.	V1/0616

The policy has undergone an Equality Impact Assessment (EQIA) confirming that there are no negative consequences in the case of this policy.

1.0 Policy Statement

- 1.1 At Walsall Adult and Community College we aim to provide a high quality service to all of our learners and customers. We welcome feedback about our services from all College users: learners, employers and other stakeholders and use any feedback to improve our services.
- 1.2 The College takes all complaints seriously so through this policy will ensure that every formal complaint is managed by the Assistant Principal Quality Assurance and Support, and investigated with the aim of a satisfactory resolution.

2.0 Scope

- 2.1 All compliments and suggestions submitted to the College.
- 2.2 The Complaints element of this policy is designed to deal with, but is not limited to:
 - 2.2.1 Complaints raised by learners, parents, guardians, enablers, customers or the general public in relation to college activities, staff or any service provided by the College.
 - 2.2.2 Complaints relating to sexual, racial, disability or any other form of discrimination.
 - 2.2.3 Complaints about facilities and equipment.
- 2.3 The Complaints Procedure does not cover the following (which are subject to separate procedures):
 - 2.3.1 Admission decisions.
 - 2.3.2 Decisions made in examinations and assessments.
 - 2.3.3 Allegations of misconduct by a learner.
 - 2.3.4 Staff members who have a grievance against an individual or the College.

3.0 Values

- 3.1 This policy and procedure will be implemented in a manner that embraces our “Values”;
 - Partnership
 - Respect
 - Accountability
 - Innovation
 - Sustainability
 - Excellence

4.0 Implementation

- 4.1 All learners and staff will be informed about this Policy and Procedure during

induction.

- 4.2 Compliments, Complaints and Suggestions (How did we do?) forms are available from Reception, Learner Services and the Learning Resource Support Centre. They are also available to download from Moodle.

5.0 Procedure

5.1 Compliments

- 5.1.1 The details of all compliments will be logged and a summary report produced on an annual basis by the AP Quality Assurance and Support for review by SLT.
- 5.1.2 All compliments will be forwarded to the relevant Manager and person(s) mentioned within the compliment if they have not received it directly.

5.2 Suggestions

- 5.2.1 The details of all suggestions will be logged and an acknowledgement sent within 5 working days (Appendix 1).
- 5.2.2 All suggestions will be forwarded to the relevant Manager for comment/action. The AP Quality Assurance and Support must be advised of any intended action/ action taken within 10 working days of receipt.
- 5.2.3 The AP Quality Assurance and Support will provide feedback from the Manager to the originator of the suggestion where requested.
- 5.2.4 Any action as a result of suggestions will be reported in 'You said, we listened' materials.

5.3 Complaints

- 5.3.1 The complaint must be submitted in writing on a How did we do? form, by email or letter to the AP Quality Assurance and Support.
- 5.3.2 If the complainant needs support in making their complaint, this will be provided by the Guidance Manager.
- 5.3.3 The AP Quality Assurance and Support will log and acknowledge the complaint within 5 working days of receipt (Appendix 2).
- 5.2.4 Where a complaint is made against a member of staff, a copy will be sent to HR to confirm whether the investigation, and any subsequent action taken, will need involvement from the HR Department.
- 5.2.5 If legal action is threatened or is as a likely consequence of the complaint the AP Quality Assurance and Support will advise the Principal.
- 5.2.6 An investigator will be appointed, the matter investigated and a Complaint Investigation Report (Appendix 4) completed in full and returned to the AP Quality Assurance and Support by the due date highlighted on the form.

5.2.7 The AP Quality Assurance will send a full response to the complainant within 10 working days of the acknowledgement letter.

5.2.8 Actions and/or recommendations will, where deemed necessary be added to the Quality Improvement Plan in the department identified and for the attention of the relevant manager. All actions/recommendations are monitored by the AP Quality Assurance and Support through QIP Boards.

5.2.9 Should circumstances beyond our control prevent the College keeping within the stipulated timescale e.g. staff sickness, annual leave etc. the complainant will be kept informed.

6.0 Appeals

6.1 If the complainant is dissatisfied with the College's response. He/she will be advised to write to the Principal via the Executive Support Manager giving reasons for their dissatisfaction within 10 working days of the date of the response letter.

6.2 A copy of this policy and procedure will be sent to them for reference.

6.3 The Principal will review the complaint and investigation and advise whether the College's decision is supported or whether the matter should be reinvestigated.

6.4 The Principal's decision is final, after which the College will consider the matter closed.

6.5 If the complainant is still not satisfied with the outcome of the appeal, they may contact the relevant funding agency to review the complaint.

7.0 Monitoring and Review

7.1 This Policy has been approved by SLT and is to be reviewed on a triennial basis.

7.2 The internal monitoring of the implementation of this policy will be the responsibility of the Assistant Principal Quality Assurance and Support.

< Date >

< Addressee >

Dear < Name >

Thank you for taking the time to send us your suggestion, we very much appreciate it.

We will ensure that it is passed on to the relevant department for discussion and consideration.

Yours sincerely

< Name >

< AP Quality Assurance and Support >

< Date >

< Addressee >

Dear < Name >

Thank you for your complaint, dated < Date >. We appreciate you bringing your concern to our attention. The College takes all complaints seriously and will ensure that the matter is investigated with the aim of a satisfactory resolution.

I have sent your complaint to the member of staff who will be carrying out the investigation. They may contact you for further information if they think it is necessary to help the investigation.

I hope to be able to advise you of the outcome of the investigation by < Date > but will advise you in the unlikely event of the investigation taking longer than anticipated.

Yours sincerely

< Name >

< AP Quality Assurance and Support >



Complaint Investigation Report

Official Use Only			
Date Received:		Ref. No.	
Acknowledged:		Date Closed:	

The information you give on this form will be used to respond to the complainant. It is essential that you investigate the matter comprehensively and thoroughly. Please ensure that all information presented is supported with evidence attached to this form.

Please return to the AP Quality Assurance and Support by

Name of complainant:
Investigator:
1. The nature of the complaint
2. How will the investigation be carried out? Who will be involved?
3. Relevant background information
4. List of any interviewees (attach interview notes)
5. Have you spoken to the complainant? If yes, please give details
6. In your opinion, what are the root causes of the problem?

7. Have any actions been taken? What do you recommend to correct the identified problem?

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8. How do you recommend the College responds to the complaint?

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Do you consider the complaint closed? Yes / No

Should the complaint be upheld? Yes / No

9. Please justify your decision

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Signed (Investigator):

Date:

Official Use Only

Recommendations/Actions Required	Person Responsible	Due Date

Is the complaint closed?

Is the complaint upheld?

Referred to Appeal?

Yes / No

Yes / No / Partially

Yes / No

Signed AP Quality Assurance & Support:

Date:

Compliments, Complaints and Suggestions

Appendix 4

We want to make sure that Walsall Adult and Community College provides a high standard of service to all of our learners and customers. We welcome feedback about our services; your compliments, complaints and suggestions help us to continue to improve our services.

If you wish to pay us a compliment or make a suggestion then please use the 'How did we do?' leaflet available from Reception, Learner Services, the Learner Resource Centre or click the link on Moodle.

We hope that you do not have cause for complaint but we recognise that things may not always meet your expectations and you want to raise a concern about some part of your College experience. We take all complaints seriously so ensure that they are investigated with the aim of a satisfactory resolution.

We aim to:

- Deal with your complaint quickly and fairly.
- Tell you how we will deal with your complaint.
- Provide our response within 15 working days and keep you informed if further time is required.

You can expect:

- An acknowledgement within 5 working days, following receipt of a written complaint.
- A full response to your complaint within 10 working days of the acknowledgement being sent.

How to make a complaint

Please make your complaint in writing:

- using the College's 'How did we do?' leaflet (available from Reception, Learner Services, the Learning Support Resource Centre or click the link on Moodle)
- by letter to: AP Quality Assurance and Support, Walsall Adult & Community College, Hawbush Centre, Beeches Road, Leamore, Walsall, WS3 1AG
- by email to info@wacc.ac.uk

Please make sure that you provide your name, address and telephone number so that we can respond to you.

Any learner requiring an advocate to support them in making a complaint should contact Learner Services. Alternatively, you might prefer to choose one of your friends or someone you know.

What if you disagree with the outcome of your complaint?

If you are not satisfied with the outcome of the complaint, you can appeal against the decision. To do this write to our Principal within 10 working days of the date on the response letter outlining the reason for your dissatisfaction.

Finally, if you are still dissatisfied you should contact the relevant funding agency, to review the complaint. The Assistant Principal Quality Assurance and Support will provide you with the contact details.