



Concerns, Complaints and Compliments Policy and Procedure

Policy Reference No.	QD062
Issue/Version Number	October 2018 – V2
Owner	Deputy Principal
Review Period	Every 3 years
Review Date	August 2021
Recommended by	Deputy Principal
Approved by Corporation	

This document can be provided in a larger font, electronically or other accessible requirement, upon request.

1. Introduction and Purpose

- 1.1 This policy seeks to ensure that any individual can have the opportunity to raise, individually or as a group, areas of satisfaction or dissatisfaction with the College. Such matters can be raised confidentially to avoid possible disadvantage. Individuals who may wish to raise matters may include students, parents, employers, contractors, local residents, visitors, etc. Complaints shall be dealt with quickly and reasonably with an appropriate solution, within the bounds of what is reasonable and feasible for the College to provide.
- 1.2 Feedback from stakeholders is valued and is an essential element of the College's quality improvement strategy.
- 1.3 The objective of this Policy is to respond to any dissatisfaction with the College's services fairly and promptly and to build on areas which are identified by stakeholders as strengths.
- 1.4 Additionally the College seeks to learn from matters raised and to further improve its services.

2. Scope of Policy

- 2.1 This Policy applies to all stakeholders in East Coast College.
- 2.2 The Policy covers concerns, complaints or compliments relating to the following areas of College's activities:
- the delivery of a programme of study
 - misleading or incorrect information presented in written form
 - poor quality of facilities or learning resources provided by the College
 - inefficiencies in administration
 - an action or inaction on the part of the College
- 2.3 The policy does not cover the following areas:
- matters where litigation is in process
 - appeals against decisions of Assessment Boards
 - anonymous or third party complaints
 - allegations of academic malpractice
 - complaints about the decisions made in the course of disciplinary proceedings
 - allegations regarding the behaviour of a student or a member of staff

3 Monitoring

- 3.1 This Policy will be reviewed every three years.
- 3.2 A report on concerns, complaints and compliments will be submitted quarterly to the SLG and annually to the Standards Committee and Corporation.

4 Procedure

- 4.1 Any member of the College staff may receive a concern, complaint or compliment.
- 4.2 A concern, complaint or compliment may be made verbally or in writing.
- 4.3 All concerns, complaints or compliments must be referred to the Quality Co-ordinator for recording and, where appropriate, investigation.
- 4.4 The procedure for dealing with concerns, complaints or compliments can be found at Appendix 1.
- 4.5 If a complainant wishes to appeal against a response to a complaint this must be done within 10 working days of the receipt of the original response.
- 4.6 Following an appeal, if a complainant is still dissatisfied with the College's response they have the right to contact the relevant external body, details of which will be provided by the Quality Co-ordinator.

5. Definitions

- **Concern** - an expression of dissatisfaction which does not require a response. A concern will usually be made verbally, but may also be written.
- **Complaint** - an verbal and will be rated as follows (note all complaints will be treated as having equal value):
 - **Low** - Unsatisfactory service or experience not directly related to provision of education, usually a single resolvable issue. Minimal or no impact or risk to provision of education.
 - **Medium** - Service or experience below reasonable expectations in several ways and/or directly related to the provision of education, but not causing lasting problems. Has potential to impact to provision of education.
 - **High** - Significant issues regarding standard or quality of education or safeguarding which may cause lasting problems. Possibility of adverse local publicity.
 - **Extreme** - Serious issues that will cause long-term damage, such as grossly substandard provision of education or professional misconduct. Possibility of adverse national publicity.
- **Compliment** - an expression of satisfaction which does not require a response. A compliment can be written or verbal

Concerns, Complaints and Compliments

