

## **Complaints (Ref QMP12/5)**

This procedure is applicable to all Schools and Cross College Services. The Director of Quality and Learning Support and Quality & Performance Manager have a joint responsibility for ensuring that the procedure is fully implemented and utilised across the College. This procedure details how the College manages complaints. All students and other stakeholders have the right to complain if they are dissatisfied with any aspect of the College.

<p style="text-align: center;"><b>MANAGING QUALITY ASSURANCE AND QUALITY IMPROVEMENT COMPLAINTS : QMP12/5</b></p>
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### **Responsibilities**

It is the joint responsibility of the Director of Quality and Learning Support and Quality & Performance Manager for ensuring that this procedure is fully implemented and utilised across the College. It is the responsibility of all staff to forward directly all complaints to the Quality & Performance Manager.

### **Purpose**

The purpose of this procedure is to define how the College manages complaints. It is based on the principle that all students and all other stakeholders have the right to complain if they are dissatisfied with any aspect of the College.

### **Implementation**

The College has a staged complaints procedure. Stage 1 of the procedure is deliberately informal and is intended to encourage a speedy resolution to the concern expressed by the complainant. Slightly different procedures apply to students, employers or the general public.

#### Stage 1

Rather than letting a concern reach a formal complaint, the College encourages students, employers and the general public to resolve the concern themselves by one of the following methods:

Students.....

- raise the concern directly with the member of staff – if this does not resolve the problem to approach the Head of School;
- use the College Student Course Evaluation system to bring concerns to the attention of Course Teams and/or College Managers;
- contact the appropriate student representative take forward the concern on their behalf.

Employers.....

- raise the issue directly with the Course Leader or Manager for the area.

General public.....

- raise the concern directly with the member of staff;
- raise the concern with the appropriate Manager of the School/Support Service.

The College has publicised the formal complaints procedure and all complainants should be made aware that the formal Stage 2 procedure can be invoked if the Stage 1 procedure does not resolve the concern satisfactorily.

## Stage 2

If the concern is not resolved at Stage 1 or the complainant feels that the concern has not been responded to satisfactorily, they should complete a Complaints Form and forward it to the Quality & Performance Manager. The Quality & Performance Manager will send an acknowledgement letter (Ref QMP12/5/1) to the complainant advising who is dealing with the complaint.

The Quality & Performance Manager will log the complaint and forward to one of the Assistant Directors of Curriculum or Head of Department/Manager depending on the nature of the complaint. The Assistant Director of Curriculum will either investigate the complaint him/herself or forward to a Head of School to investigate. The Head of Department/Manager will investigate the complaint him/herself. It is the responsibility of the person who investigates the complaint to respond in writing to the complainant within 10 days. (Ref QMP12/5/2) Prior to sending out the letter to the complainant, the letter must be seen by one of the Directors. A copy of this letter should also be forwarded to the College Quality & Performance Manager.

If the complaint is not satisfactorily resolved at Stage 2, the complainant may appeal, which moves the complaint to Stage 3.

## Stage 3

The appeal is made directly to the Principal & Chief Executive who will respond to the complainant within 2 weeks once an investigation has taken place.

## Stage 4

If the concern is not resolved at Stage 3 and the complainant is not satisfied, the complainant can appeal to the Local Learning and Skills Council.

Before the complainant can do this, they must have followed Stages 1-3 outlined in this procedure to the full. If the concern reaches Stage 4, the College will give the complainant the necessary information on how to proceed further.

## **Reporting Structure**

The Quality & Performance Manager will produce a termly report for SEG outlining the complaints received for the previous term. As part of the quality checks, 10% of complainants are contacted to enquire if they were satisfied with how the complaint was dealt with.

## **College Documentation**

Examples included in the Manual:

- Letter of Acknowledgement
- Standard Letter of Response
- Memo to Investigating Manager
- Reminder
- Complaints File (extract – page taken from Feedback Register)
- Complaint Aide Memoire

## FEEDBACK REGISTER

Origin:

Telephone comment	T
Personal Contact	P
Letter	W
Suggestion or Comment	S
Complaint Form	C
E-mail	E

Category:

1. Teaching & Learning
2. Assessment
3. Accommodation & Resources
4. Management & Administration
5. Student Support
6. Student Services
7. Miscellaneous

Date	Number	Origin	Category	Brief Description	Sent to (Name)	Comments & Action