

## **COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURE FURTHER EDUCATION, APPRENTICESHIPS AND STAKEHOLDERS**

### **Introduction**

Reaseheath College and University Centre welcomes the views from all our learners, stakeholders and all those who use our services. We encourage suggestions, compliments and complaints.

We aim to respond to all complaints in a timely and courteous manner as part of our PRIDE values and in relation to providing the highest standards of teaching, learning, assessment and customer service.

Reaseheath College is committed to taking all complaints seriously by:

- Encouraging a culture of openness
- Making the process as straightforward as possible
- Carrying out a fair and thorough investigation
- Keeping the complainant informed throughout
- Using the information to improve our services and provide staff training if required

### **Scope**

This Procedure and Process applies to further education students, apprentices, apprenticeship employers, business hub customers and all stakeholders.

Complaints in relation to University Centre Reaseheath (UCR) are directed to the HE Student Complaints Policy, which can be found on the UCR website at:

<https://ucreaseheath.ac.uk/about/policies/>

### **Compliments**

All compliments, where possible, will be acknowledged and the customer thanked for their feedback. Compliments should be shared with the member(s) of staff and their Line Managers. Sometimes, the College will use compliments during publications and the customer will be advised how their compliment and feedback will be used.

## **Complaints**

Reaseheath College takes all complaints seriously and there is a staged approach through which we aim to resolve any concerns as quickly as possible.

All compliments and complaints are centrally recorded and monitored and reported through the management reporting system and to the Board of Governors Quality and Standards Committee on a termly basis to review process and outcomes.

We may be unable to investigate complaints made anonymously as we need to be able to properly investigate and communicate with the person making the complaint to seek a solution.

Complaints that we consider to be malicious or repetitive will not be progressed to investigation and the person making the complaint will be informed. Complaints considered malicious or repetitive include complaints not made in good faith, made to cause harm, nuisance or expense or made in relation to the same or similar matters that have already been investigated.

If a group of students makes a complaint, they may choose one student to act as their representative to communicate with us about their group complaint.

We aim to make our procedures easy to use and accessible. We will take reasonable steps to accommodate any reasonable adjustments to enable access to this procedure.

## **Complaints Procedure**

### **Stage 1 - Informal**

Rather than let an issue of concern or an area of dissatisfaction become a complaint, we hope that you will try to resolve your issue.

For students and apprentices you can do this by:

#### **1. Talking to the person involved?**

If you feel the person is approachable, why not approach them directly and explain your concern?

#### **2. Talking to your Personal Tutor?**

They may be able to assist you with either personal or course problems and will also refer you to specialist support if necessary.

#### **3. Talking to a Student Adviser?**

Student Services have staff who offer service to all students.

#### **4. Talking to your Curriculum Area Manager (CAM) or Skills Coach (for apprentices)**

#### **5. Talking to your Student Association Representative?**

The Learner Voice, 'See IT SAY It' is another way you can make a suggestion, compliment or complaint about our service. It is a good way to get your view heard.

For employers, customers and other stakeholders you can do this by:

**1. Talking to the person involved**

If you feel the person is approachable, you could approach them directly and explain your concern.

**2. Talking to your main contact person**

This may be your apprenticeship skills coach or business hub team contact. They may be able to assist and resolve the issue for you without you needing to make a formal complaint.

Concerns received from apprenticeship employers and Business Hub customers will also be logged by the Quality Assurer – Apprenticeships and Business Hub and the relevant contact person will review and feedback to the Quality Assurer, with complaints raised at monthly Apprenticeship Management Meetings to ensure concerns are addressed. Formal complaints received by Reaseheath Apprenticeships and Business Hub will be addressed through the formal complaint stages, as set out below.

**Stage 2 - Formal**

The College appreciates that there may be occasions where the above process is inappropriate and that a more formal approach is necessary. Please note that formal complaints should be made in writing.

Where it has not been possible to resolve matters to your satisfaction under Stage 1 you should contact the Head of Quality. You can do this in several ways:

- By letter or email to the Head of Quality
- See It SAY It (for students and apprentices)

Contact details are as follows:

Position and Address	Email	Telephone No
Wendy Watson Head of Quality Reaseheath College Nantwich CW5 6DF	Wendy.Watson@reaseheath.ac.uk	01270 625131

Please outline your concerns as clearly and in as much detail as you can. Please include your name and address, dates, locations, and witnesses (if appropriate). You should outline any previous

unsuccessful attempts at resolution and what reasonable steps should be taken to resolve the complaint.

The Head of Quality will instruct the appropriate manager in the College to investigate. The Head of Quality will monitor and review the process.

Your complaint will be acknowledged within 5 working days of receipt by the Quality department.

An investigating officer will be appointed who will conduct a thorough investigation. The Head of Quality will notify the complainant in writing of the outcome of the investigation within 15 working days of receipt of our acknowledgement response. If there is a delay, due to the complex nature of a complaint, the complainant will be advised and kept informed of progress.

### **Stage 3 – Appeals Procedure**

If you are dissatisfied with the response to your formal complaint (Stage 2), you can request a review of the Stage 2 decision if one or more of the following grounds for appeal apply:

- There is new evidence that would have significantly affected the Stage 2 outcome, and which could not have been made available when the Stage 2 complaint was submitted.
- That the college did not properly follow its own procedures in dealing with the complaint and this clearly affected the outcome of the complaint.
- That the decision taken at Stage 2 was so manifestly unreasonable that it was not a possible conclusion that a similar Stage 2 investigation might have reached.

You should outline in writing which of the above grounds apply and the reasons for your dissatisfaction and send to the Head of Quality, within 10 working days, who will designate a Senior Manager to investigate your appeal. You will receive acknowledgement within 5 working days and we will tell you how we plan to investigate and when you might expect a detailed response, which will usually be within 15 working days of receipt of our acknowledgement response. If there is a delay, due to the complex nature of an appeal, the complainant will be advised and kept informed of progress.

The Senior Manager will review the appeal and report the outcome of the appeal to the Head of Quality. On completion of the appeal and review, the Senior Manager will choose one of the following three options based on the evidence:

1. Uphold the original decision
2. Change the outcome based on the evidence presented
3. Continue and extend the investigation

If the investigation is continued and extended, at the end of the investigation, the senior manager will make a final decision. The complainant will be informed in writing of the outcome. The decision of the Senior Manager is final.

If you believe this decision is unreasonable or the College has not followed its procedures, you may refer the matter to the Education and Skills Funding Agency at the address below:

Cheylesmore House, Quinton Road, Coventry CV1 2WT.

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Lead	Assistant Principal
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