


College Manual/Share Point Section:	Quality			
Responsibility:	Chelsea Phillips	Date doc. created:	30/07/16	
E&D Impact Assessment date:	30/07/16	Review date of doc.:	30/07/18	

New College Complaints and Compliments Procedure 2018/19

Scope and purpose

At New College we are always open to receive comments, both positive and constructively critical. It is important for us to know when we get things right and when there is a need for improvement.

All courses and services at the College are reviewed regularly and your comments will help the teams and managers to prepare and, when necessary, redesign or change the provision.

Feedback is central to this process of continual quality improvement. We want to hear from you if you feel we have done something well or, alternatively, if you think we have not met the standards set out in our College Customer Charter.

It is our commitment to listen and to respond to the views of all stakeholders of the College and its services.

Aims

This procedure is designed to provide guidance to any student, visitor or other parties such as parents or employers who are dissatisfied with any aspect of the College, or have positive suggestions/comments.

Our aim is to respond quickly and positively and to reach an outcome that is satisfactory and fair for all concerned. We also aim to keep you informed of our progress in dealing with the complaint and the personnel involved.

The purpose of the complaints procedure is to provide an opportunity for complaints to be resolved as quickly as possible by carefully logging and analysing complaints; to provide a means of identifying problems and potential faults in the services provided by the College.

Responsibility

The Quality Team are responsible for monitoring complaints and to look for trends and patterns. Report will be regularly presented to the Senior Management Team on the nature of the complaints received and the manner and speed with which they have been resolved. These reports will also be presented to the Governors who represent the interests of the local community and the public in general.

The Quality Team will share all compliments with the Line Manager of the subject of the compliment and those related to it.

Student responsibilities

- Responsibility is a two-way process and if you are a student and you are making a complaint about your course or about the College, you also have responsibilities. We will expect you to have complied with the College ABC standards summarised as the Code of Conduct in the Student Behaviour Support & Disciplinary Policy:-
 - A = Attendance
 - B = Behaviour
 - C = Commitment (meeting deadlines etc).

Procedure

Our complaints procedure is designed to help customers register their concerns and to help the College respond effectively and appropriately. Complaints are dealt with in two ways:-

1. Informal – by informing us of concerns which will be addressed directly without formal investigation.
2. Formal – by putting the complaint in writing to be addressed via formal investigation.

(See Complaints flowchart.)

How you can complain

If you are not satisfied with the service you receive:-

- Speak to your Course Teacher, Personal Tutor or the Curriculum Manager
- Provide feedback via student questionnaires, focus groups etc.
- Talk to the Enrichment Coordinator, Student Services Manager
- Complete a College feedback card (available in all reception areas)
- Contact a member of the **Quality Team** at quality@newcollege.ac.uk

If your complaint is regarding one of our subcontractors, such as the cleaners or catering, please make the complaint directly with their management.

Where a complaint is fully or partially upheld, the College will take positive action to put things right, make every effort to prevent the same thing from happening again and will ensure the complainant is kept informed throughout. If a complaint is not upheld, the complainant will be advised accordingly.

Once a complaint has been received, we endeavor to acknowledge receipt of that complaint within two working days.

An appropriate investigating manager (IM) will be appointed to conduct an investigation, they will contact the complainant to discuss the situation and work towards achieving an acceptable solution. The IM will aim to make contact with the complainant within two working days of being allocated.

If you need help in making a complaint, then you can ask for someone from Student Services or Customer Services to assist you.

We will ensure that your complaint is dealt with impartially and confidentially and where possible within 15 working days following receipt of the complaint. Please note that where a complaint is received or being investigated over a college holiday, there may be a delay in communication or final outcome.

Outcome of the investigation

On completion of the investigation, the complaint will be classified in one of three ways:-

- **Upheld** – the complaint was fully justified and will result in corrective action being taken, e.g. an amendment of management/service procedures, staff training, improved communications
- **Partially upheld** – certain aspects of the complaint were considered justified and will result in follow-up action
- **Not upheld** – the complaint was not justified.

Concluding action

On completion of the investigation, the investigating manager will:-

1. Ensure the **Quality Team** is in possession of all necessary information and paperwork to officially record and log the process

2. Inform any members of staff who have been involved in the complaint of the outcome and any follow-up action. This will involve referral to **Human Resources Department** and the **Director of Curriculum and Quality** if the complaint is staff related
3. Make sure the complainant has been fully briefed about the outcome
4. Ensure if the complaint is about equality and diversity, safeguarding or disability that the appropriate College manager has been notified.

Appeals

If you are unsatisfied with the outcome of the complaint, you can put an appeal in writing to the Quality Team at quality@newcollege.ac.uk within 15 working days of receipt of the formal outcome communication. A review of the matter will be undertaken by a different manager and overseen by a member of the Senior Management Team (SMT).

If a complaint outcome is appealed, the subsequent re-investigation will look to confirm that the initial complaint response accurately followed the complaints procedure and all appropriate information was reviewed. Appeals will not constitute a complete re-investigation of the initial complaint.

If you are still not satisfied with the outcome, you can contact:-

- The Clerk to the Corporation, New College Swindon, New College Drive, Swindon, SN3 1AH
- The Education Skills Funding Agency (ESFA), Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Stone Street, Manchester, M1 2WD (students aged 14 - 19 OR 14 – 25 if there are learning difficulties)

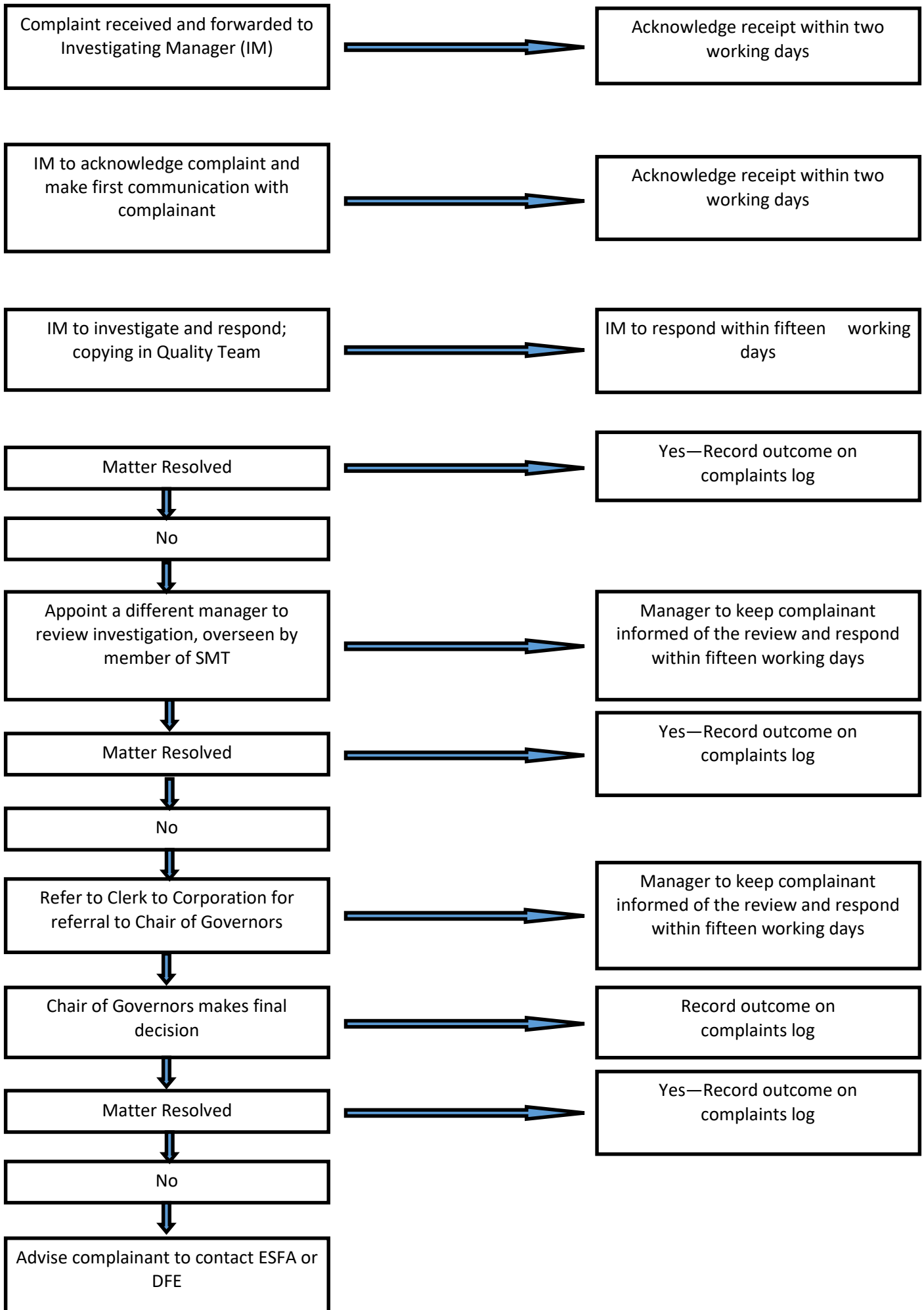
Time periods

The time periods as set out in this procedure are for guidance and under some circumstances may be subject to extension. Where any such extensions are made, the complainant will be notified in writing. For more detail on timeframes, please see the flow chart at the back of this procedure.

Serial and vexatious complainants

A serial and/or vexatious complainant is someone who acts in an unreasonable manner, is unreasonably persistent in the manner in which they raise their complaint, for example, shifting goalposts, not accepting what is being said. The College has a duty of care for its employees; when dealing with a serial and/or vexatious complainant, we reserve the right to refuse to investigate a complaint and may, if appropriate, refer the matter to the College's solicitors.

The College have a Zero Tolerance Policy towards Violence or Aggression. Acts of violence or aggression towards our staff, students and visitors will not be tolerated. Facilities Staff and the Police may be called to deal with such incidents. Disciplinary or legal proceedings may follow. Contact Reception if you need assistance.



Linked Policies:

- New College Charter
- Student Behaviour Support & Disciplinary Policy
- Student Code of Conduct
- Student College Agreement

NEW COLLEGE EQUALITY IMPACT ANALYSIS**DATE: July 2018****Function: Equal Opportunities**

This policy, plan, procedure, process has been examined for equality impact, i.e., the impact that this function will have on different groups of actual and potential learners, service users and staff taking account of the protected characteristics of the Equality Act 2010 (**age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation**).

- 1. If Equality Impact Analysis is not relevant to this function, give reasons and proceed to section 5 below.**

N/A

- 2. In what ways could this function have a negative impact on any of the groups above? What actions have been taken to eliminate these?**

There could be resource limitations in helping students whose first language is not English to follow all of the requirements of this procedure. We would explore all the options available to us in order to support all users in their understanding and application of the procedure. We would make every effort to breakdown any barriers for disabled people and endeavor to make reasonable adjustments to the procedure if required.

- 3. In what ways could this function have a positive impact on any of the groups above? How will this function be used to eliminate discrimination, advance equality of opportunity and foster good relations between different groups? Are there plans for the future which will further advance equality?**

- This policy aims to be an open access and all-inclusive process.
- The annual analysis of complaint records presents a report of the different types of complaint received.
- The annual analysis of complaints is fed back to Managers and also presented as a report to the Governors. There is an expectation that recurring issues will feature in team quality improvement plans.
- The annual review of complaints will look to identify any patterns and trends.
- Consideration will always be given to whether any complaints issue relate specifically to any diversity and equality groups. The log will record if any complaint has an E&D/Disability/Safeguarding dimension

- 4. What evidence supports your judgment e.g. consultations, observations, expert opinions, quantitative or qualitative surveys? If the evidence is in the form of an additional document, where is it stored?**

- Comprehensive and up to date records are kept and readily available.
- If appropriate complaints can help inform areas for improvements in Team QIPs and the College Annual QIP. These are reviewed at regular intervals though the year.
- The 'Complaints Team' meets regularly to review the complaints record and follow up on any outstanding issues.
- Records are kept of student appeals relating to this procedure.

- 5. Name and job title of manager responsible:**

Chelsea Phillips, Quality Assistant

Review Date: July 2019