



Issue Date: December 2022

Review Cycle (Years): 2 Years

Next Review Date: 13th December 2024

Person Responsible: Vice Principal Curriculum Innovation, Quality & Performance

COMPLAINTS & COMPLIMENTS POLICY 2022-2024

APPROVAL/CONSULTATION REQUIREMENTS

WHO BY	REQ?	DATE	WHO BY	REQ?	DATE
SLT	Y <input checked="" type="checkbox"/>	05-09-22	Corporation	Y <input checked="" type="checkbox"/>	14-12-22
Health-Safety Comm.	Y <input type="checkbox"/>		Finance-Resources Comm.	Y <input type="checkbox"/>	
Trades Union	Y <input type="checkbox"/>		Audit Comm.	Y <input type="checkbox"/>	
Education-Standards Comm.	Y <input type="checkbox"/>		Remuneration Comm.	Y <input type="checkbox"/>	

POLICY LOCATION: Internal (**Sharepoint**) External (**College Website**)

Related Documents:

- Learner Behaviour and Conduct Policy
- Learner Fitness to Study Policy

1. INTRODUCTION

- 1.1 The college has a staged complaints policy which aims to resolve concerns swiftly and fairly.
- 1.2 The purpose of the policy is to investigate complaints in a way that:
- encourages informal resolution of issues and concerns if possible
 - is fair and equitable
 - treats complaints with appropriate seriousness

2. SCOPE AND RESPONSIBILITY

- 2.1 This policy covers complaints relating to:
- any college policy, procedure or process
 - academic and support services or facilities
 - the conduct or actions of a college member of staff
 - misleading or inaccurate information regarding academic programmes, fees, services or facilities
- 2.2 This policy is not to be used for:
- complaints about academic judgements, examination decisions, academic appeals or assessment outcomes
 - appeals against disciplinary actions
 - any kind of bullying as defined in the college anti-bullying policy
 - whistle blowing
- 2.3 This policy should not be used by members of staff, who should use the college's grievance policy and procedures. Further details and advice on this can be obtained from Human Resources

- 2.4 It is the responsibility of all members of staff to ensure that the policy stages and timelines are adhered to.

3. PROCEDURE

- 4.1 Complaints should be made as soon as possible after the events or actions that have prompted the complaint. The college will not normally consider complaints that are made more than one calendar month after the incident or event complained about. In exceptional circumstances, a complaint may be considered outside this timeline.
- 4.2 A complainant may be invited for a meeting as part of any investigation relating to the complaint and may be accompanied by a parent/carer, employer or other representative. Details of any support needs will need to be declared by the complainant prior to any meeting
- 4.3 The college will make reasonable adjustments, where necessary, to ensure that the complaints procedure is fair, equitable and accessible to all
- 4.4 Where it is inappropriate or not possible for a learner or other stakeholder to make a complaint, this may be done on their behalf by another person, who has a legitimate interest in the complaint and has the complainant's knowledge and written consent. That interest must be made clear to the college
- 4.5 Records will kept centrally by the college for a minimum of 3 years in accordance with GDPR requirements.

4. STAGE 1 (INFORMAL)

- 5.1 Every attempt should be made to resolve any complaint on an informal basis in the first instance, by discussion with the appropriate member of staff who may be connected with the complaint.
- 5.2 Any potential concern by an employer or other stakeholder should be raised in the first instance with the relevant manager for the area or service concerned.
- 5.3 All members of staff dealing with any informal complaint must endeavour to resolve the issue within 10 working days. If a longer time is needed, this should be communicated to the complainant and the agreed outcome logged centrally by the relevant Administrator, in order that a record is maintained.

5. STAGE 2 (FORMAL)

- 6.1 A complaint may be progressed to Stage 2 if it has not been possible to resolve the issue informally. A complaint cannot be considered at Stage 2 if there has not been an attempt to resolve it under Stage 1 informally as part of this policy.
- 6.2 Stage 2 complaints must be made in writing to the quality team via the email address complaints@coventrycollege.ac.uk, identifying, where possible:
- The nature of the complaint and who is involved
 - When any incidents occurred
 - If appropriate, the individual against whom the complaint is being made
 - Independent evidence supporting the case
 - An indication of the action already sought from the college

- 6.3 The complaint will be logged and acknowledged within five working days
- 6.4 An appropriate investigating manager will be appointed by the Vice Principal- Curriculum Innovation, Quality and Performance to investigate the complaint. The complainant will be informed of the progress of the investigation at key points throughout the process. Where complaints are specifically related to a member of staff this will be referred to the Director of Human Resources.
- 6.5 The outcome of the complaint will be communicated in writing within 10 working days of the date of acknowledgement, unless previously stated otherwise. If more time is needed to investigate the complaint, the complainant will be informed and given a revised deadline. The outcome from the investigation and proposed response will be sent to the Vice Principal Curriculum Innovation, Quality and Performance, for approval, before responding to the complainant. All correspondence relating to a formal complaint at Stage Two must be logged and stored centrally by the Quality Team.
- 6.6 The response must include one of the following decisions:
- Dismissal of the complaint as unfounded (not upheld)
 - Proposal of a resolution to the complaint, which is being upheld, in part or fully (partial/fully upheld)
 - Details of any resolutions to resolve the complaint must be made clear

6. STAGE 3 (APPEALS)

- 7.1 A complainant may appeal the outcome of Stage 2 within 10 days of the date of the Stage 2 outcome letter. The appeal should clearly state the reasons for the appeal, which should be that:
- There is a procedural irregularity in the conduct of the complaint investigation
 - There is new evidence to support the complaint that can be substantiated, including extenuating circumstances, which were not known at the time, and may have affected the outcome had it been known and there is valid reason for not making it known at the time
- 7.2 An appeal should be sent to the Complaints email address: complaints@coventrycollege.ac.uk. A response will be issued within 10 working days, where possible.
- 7.3 The Vice Principal Curriculum Innovation, Quality and Performance will review the appeal and make a decision as to the final outcome of the appeal and recommendations (if any). This will be communicated in writing to any parties involved. This is the final stage of the college's Complaints policy and should be considered as a letter of completion

7. EXTERNAL APPEAL

- 8.1 If a complaint remains unresolved after appeal, the college can provide the appropriate external contact, including awarding organisation or funding body details, in order for an external appeal to be made. Contact should be made via the email address complaints@coventrycollege.ac.uk for relevant details. It is expected that all stages of the college Complaints policy will have been exhausted before this is done

8. SUPPORT FOR MAKING A COMPLAINT

9.1 Learners can get support in writing a complaint from Learner Services at the college or by contacting their tutor, if appropriate.

9. COMPLIMENTS

9.1 As well as ensuring there is a robust process for considering and resolving complaints in a timely and satisfactory manner, the College is equally keen to ensure that it captures Compliments from stakeholders.

9.2 Compliments can be sent into the College via the email address compliments@coventrycollege.ac.uk .

10. IMPLEMENTATION OF THE POLICY

10.1 College will ensure that:

- The policy is implemented consistently across the college

11. MONITORING AND EVALUATION

11.1 The outcomes for all submitted formal complaints and appeals will be reviewed on a termly basis by the Vice Principal Curriculum Innovation, Quality and Performance. An annual report will be produced for SLT and the governing body. The college will follow OfS and OIA expectations for all complaints relating to higher education provision

12. REVIEW OF POLICY

12.1 The above policy will be reviewed by the relevant parties every 2 years, or as required.

12. ENVIRONMENTAL IMPACT ASSESSMENT

12.1 The College is fully committed to the sustainability agenda.

12.2 All policies take into consideration, at the time of writing and approval with the Senior Leadership Team, their impact on the agenda.

12.3 Policies may not be approved or be amended if they impact significantly on our commitment to improving our carbon footprint and our corporate social responsibility.

13. GENERAL DATA PROTECTION REGULATION (GDPR)

13.1 All policies which are approved by the Senior Leadership Team are in line with our GDPR suite of policies and procedure.