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|  | <p align="center">Compliments and Complaints Procedure 2021/22</p> |
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| <p>Author:</p> | <p align="center">Head of Marketing Head of Student Services</p> |
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| <p>Principal's Signature</p> |  |
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| <p>Impact Assessment Completed</p> | <p align="center">Yes</p> |
| <p>Date of Next Review:</p> | <p align="center">December 2022</p> |

Equality Impact Assessment Form

The completion of the Equality Impact Assessment (EIA) will help us to ensure that our policies, procedures and practices do not discriminate or disadvantage people and also improve or promote equality.

In relation to: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

1. Please explain if you identified any inequalities or possible discrimination in the policy, procedure or practice?

No negative impact on any of the equality strands identified in the Procedure.

The Procedure sets out a process whereby people can offer compliments or make a complaint about inadequate service or against a staff member.

The Principal's Personal Assistant will keep a record of all formal compliments and complaints and will report annually to the Senior Management Team and the Corporation's Curriculum and Quality Committee.

Shipley College will not discriminate against anyone making a complaint and, in fact, will offer support in order to remove any barriers to making a complaint.

Where possible, formal complaints will be analysed by the key equality strands.

2. If identified, how have you changed the policy, procedure or practice to remove or mitigate the inequality or discrimination?

Not Applicable

3. Any follow up actions required?

Not Applicable

COMPLIMENTS AND COMPLAINTS PROCEDURE

1. PURPOSE

ShIPLEY College is committed to improving its service and welcomes and values the feedback from all its stakeholders. The Compliments and Complaints Procedure is one of the ways in which the College monitors its performance and ensures that the quality of our service is enhanced.

2. SCOPE

The Procedure covers users of College Services – including students, members of students' families or their representatives or members of the public/local community.

3. RESPONSIBILITY

The Principal's Personal Assistant is responsible for the administration and reporting of the processes as stated in this procedure.

Compliments will be acknowledged, recorded and circulated as appropriate.

When a complaint has been made, a member of College Management will be nominated to oversee the investigation of the complaint.

4. CAUSE FOR COMPLIMENT

4.1 The College recognises that an individual student, a student's family member or their representative, a member of the public or an employer may wish to give recognition where the College has provided a high level of service. The College is always delighted to receive positive feedback and to share it with the College community. In addition to giving feedback directly to members of staff, you may also give feedback to the Principal's Personal Assistant, via the student portal or learner surveys.

5. CAUSE FOR COMPLAINT

5.1 The College recognises that where an individual student, a student's family member or their representative, a member of the public or an employer feels that the College has not provided or met an expected standard of service it has a responsibility to treat that complaint seriously, to deal with the complainant courteously and to resolve the cause for complaint without any undue delay.

5.2 The College also recognises that members of neighbouring communities should expect it to take reasonable steps to ensure that its activities and the behaviour of its students should not interfere with their ability to go about their daily lives.

6. STUDENTS - HOW TO COMPLAIN

6.1. All students are encouraged to comment on the success of the learning experience organised by the College and individual staff. The College also welcomes constructive criticism of the teaching or service delivery the student receives.

6.2. The College guarantees that no student making a complaint about a member of staff will be treated negatively as a result of having made that complaint.

6.3. Students who have an informal complaint should, in the first instance, make it known to their Course Coordinator, Tutor or Learning Coach.

6.4. In cases where students do not feel able to make a complaint directly to their Course Coordinator, Tutor or Learning Coach, they should contact Student Services in person at the Salt Building, email studentservices@shipleys.ac.uk or by telephoning 01274 327281. Student Services staff will offer guidance and support and try to resolve the difficulty informally.

6.5. If the student decides to make the complaint formal, then Student Services staff will offer them advice, guidance and help through the process. Formal complaints will be dealt with in the manner described below.

7. GUIDANCE FOR MEMBERS OF THE PUBLIC, EMPLOYERS OR A STUDENT'S FAMILY MEMBER/REPRESENTATIVES - HOW TO COMPLAIN

7.1. Complaints can be made by contacting the Principal's Personal Assistant on 01274 327207, or by emailing hradmin@shipleys.ac.uk.

7.2. If the complainant is unable to contact the Principal's Personal Assistant by phone, they can contact College Reception on 01274 327222. Reception staff will ask callers to detail the nature of the complaint and will record it as a Formal Complaint before passing it to the Principal's Personal Assistant.

7.3. Complaints in writing should be addressed to the Principal's Personal Assistant, Shipley College, Victoria Road, Saltaire, Shipley, BD18 3LQ, or emailed to hradmin@shipleys.ac.uk.

7.4. If a student or the student's family member or their representative has difficulty in making their complaint they can ask for help from Student Services by telephoning 01274 327281 or emailing studentservices@shipleys.ac.uk.

7.5. In order for complaints to be investigated, the complainant is required to provide a contact telephone number and/or a home address. This enables the College to provide timely feedback as set out below and helps ensure the legitimacy of the complaint.

7.6. Where the complaints are of a more substantial nature or cannot be resolved informally, the complainant should be asked to put it in writing and to leave his/her name and telephone number so that s/he can be contacted. Complaints will be treated as informal unless a name and contact details are provided.

8. WHAT TO EXPECT WHEN YOU COMPLAIN

8.1. Anybody making a Formal Complaint should expect to have that complaint taken seriously, to be treated with courtesy and the complaint be formally acknowledged within five working days.

8.2. While the time taken to resolve a complaint will vary, any complainant should normally expect to have a response within ten working days of acknowledgement and thereafter to be kept informed of any progress.

8.3. Where it proves necessary to speak to the complainant in person, they can be accompanied by a friend, relative or Student Services staff.

8.4. A person making a complaint can be sure that it will not prejudice any future dealings with the College.

9. WHAT WILL HAPPEN TO YOUR COMPLAINT

9.1. The College will nominate a member of College Management to oversee the investigation of the complaint. The nominated manager may ask to speak to the complainant in person or over the telephone to clarify the nature of the complaint and will collect evidence from any member of staff or student involved.

9.2. Once the complaint has been investigated by the nominated manager the outcome of the investigation will be communicated to the complainant.

For complaints about Assessment decisions or exam outcomes please follow the guidance in the [Assessment and Verification Procedure 21/22](#)

10. Complaints and Appeals Procedure for students studying in Higher Education (L4 and above)

For Higher Education (HE) please follow the rules set out by the Office of the Independent Adjudicator (OIA) [See link](#)

10.1 The OIA normally expect students to follow their higher education provider's internal procedures to their conclusion before complaining to them (See point 7/8/9 above). This gives the College the opportunity to investigate and, where appropriate, put things right'. The term internal procedures includes: student complaints, academic appeals, academic and non-academic disciplinary, fitness to practise, fitness for study, and breaches of codes of conduct and regulations.

10.2 At the conclusion of any of internal procedures, when there is no further avenue for the student, the provider should send the student, or the student may request, a Completion of Procedures Letter. You can find further information about Completion of Procedures Letter in the OIA [Guidance on Completion of Procedures Letter.](#)

11. APPEAL

11.1. Where the person making a complaint feels that it has not been adequately dealt with, they may appeal, in writing, to the Principal's PA for a review of the decision, explaining the reasons for their appeal.

11.2. Once the person has fully exhausted the College's complaints procedure, and remains dissatisfied, they can contact the Education & Skills Funding Agency (ESFA). They should email the complaint to:

complaints.esfa@education.gov.uk

or put the complaint in a letter to:

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT

11.3. When contacting the ESFA about your complaint, you will need to provide them with the following:

- The name of the organisation you are complaining about
- Details of what your complaint is, together with the relevant documents evidence that you have fully exhausted the organisation's complaints procedure, including

any appeals process (for example, written correspondence confirming the outcome)

- Permission to disclose details of your complaint to the organisation concerned
- If you are acting on behalf of a learner, evidence that you have their permission to do so

11.4 Our Complaints and Appeals procedure for Higher Education Teacher Training is addressed by the University of Huddersfield. The full regulations can be found on Huddersfield University's regulations policy at the following link: [University of Huddersfield Student Complaints Procedure](#).

12. BEHAVING RESPONSIBLY

12.1. All complaints will be taken seriously, but the College expects that students will not make complaints lightly or without due cause. Malicious complaints may lead to action through the Student Disciplinary Procedure.

13. MONITORING AND REPORTING

The Principal's Personal Assistant will keep a record of all formal compliments and complaints and will report annually to the Senior Management Team and the Corporation's Curriculum and Quality Committee.