



# Compliments and Complaints Procedure 2024

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<b>Principal's Signature</b>	

## 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?

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 for the attention of the Senior Leadership Team (SLT). All formal complaints will be reported annually to the Corporation's Curriculum and Quality Committee, including outcomes and any action taken.

In the event that a person making the complaint reports being discriminated, particularly in relation to the Protected Characteristics, the manager dealing with the complaint will investigate this thoroughly and report their outcome to HR and the SLT.

Shipleigh College views compliments and complaints positively as both enable the College to improve and provide the highest quality of service to all. Any person making a complaint will be treated with dignity, dealt fairly and offered support.

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 of 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, employers, visitors 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.

Where a complaint is made, a member of College Management will be nominated to oversee the investigation of the complaint.

Where a complaint is against the Principal this should be addressed to the Chair of the Corporation via e-mail to the Director of Governance, Danielle Carter, at [dcarter@shipley.ac.uk](mailto:dcarter@shipley.ac.uk)

## 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, stakeholders 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. All

complaints from a student must be taken seriously and the student treated with courtesy. Complaints should, if possible, be resolved informally. However, if this is not possible, the student should be advised that they can make a formal complaint to the Principal's Personal Assistant.

It is important that:

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

6.3. In the first instance, attempts are made to find a solution which meets the satisfaction of the student.

6.4. In cases where students do not feel able to make a complaint directly to their Course Leader, Tutor or Learning Coach, they are advised to contact Student Services in person, email [studentservices@shipleys.ac.uk](mailto: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 to help them through the formal complaints procedure.

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

7.1. Complaints can be made by contacting the Principal's Personal Assistant on 01274 327207, by mail at Shipleys College, Victoria Road, Saltaire, Shipleys, BD18 3LQ, or by emailing [sbutler@shipleys.ac.uk](mailto:sbutler@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. 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](mailto:studentservices@shipleys.ac.uk).

7.4. 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.

7.5. 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 their name, telephone number, and/or email so that they 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 should be reassured that it will not prejudice their 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 in writing to the complainant and other parties as required.

For complaints about Assessment decisions or exam outcomes please follow the guidance in the [ASSESSMENT & VERIFICATION PROCEDURE](#)

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

### **Independent external review for students studying in Higher Education (L4 and above)**

2.1 The Office of the Independent Adjudicator for Higher Education (OIAHE) runs an independent scheme to review student complaints. Shipley College is a member of this scheme. If you are unhappy with the outcome of an appeal made to Shipley College then you may be able to ask the OIAHE to review your complaint/appeal/disciplinary case. You can find more information about making a complaint to the OIAHE here:

#### **Students - OIAHE.**

2.2 The OIAHE normally expects students to follow the higher education provider's (Shipley College) internal procedure to their conclusion before complaining to them. This gives the provider 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 practice, fitness for study, and breaches of codes of conduct and regulations.

2.3 The College makes every effort to provide students with a rewarding and stimulating learning experience but it accepts that there may be occasions when a student wishes to raise a concern. If a student does have a concern it is important that they raise it as soon as possible, so that necessary actions can be taken to resolve the situation. They should first attempt to resolve this locally, by discussing the concerns with the tutor/assessor and/or the Head of Department. If it is not possible to resolve the issues in this way, they should contact the Director of Quality and Innovation. If at the conclusion of any internal procedures the student is still not satisfied, they should follow the OIAHE guidance above (2.1).

## **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 - [sbutler@shipley.ac.uk](mailto:sbutler@shipley.ac.uk)

11.2. Once the person has fully exhausted the College's complaints procedure, and remains dissatisfied, the Principal's PA will inform if the complainant is entitled to make a further appeal to an external agency such as the Education & Skills Funding Agency (ESFA), West Yorkshire Combined Authority (WYCA), the Department of Education, or another regulatory body (as in 10 above, where the complaint relates to Higher Education provision.)

11.3 For general complaints about FE colleges, training providers and other organisations that deliver post-16 learning, the complainant can appeal to the ESFA using this [ESFA enquiry form](#).

You should email complaints to [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk), or put them in a letter to:

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

11.4. When contacting the ESFA about a complaint, a complainant will need to provide 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

ESFA can only investigate on behalf of learners whose courses they fund or employers that they fund. They may ask you for further information to help them confirm this.

11.5 Complaints about WYCA funded courses will be dealt with in line with the [WYCA complaints policy](#).

To complain to the WYCA, email [customerfeedback@westyorks-ca.gov.uk](mailto:customerfeedback@westyorks-ca.gov.uk), or telephone 0113 251 7272 or write to:

Complaints  
West Yorkshire Combined Authority  
Wellington House  
40-50 Wellington Street  
Leeds  
LS1 2DE

Original documents should not be sent.

## **12. BEHAVING RESPONSIBLY**

12.1. All complaints will be taken seriously, but the College expects that students will not make complaints lightly or maliciously.

Malicious complaints may lead to action through the appropriate College Policy and procedure.

### **13. MONITORING AND REPORTING**

The Principal's Personal Assistant will keep a record of all formal compliments and complaints for the attention of the Senior Leadership Team (SLT). All formal complaints will be reported annually to the Corporation's Curriculum and Quality Committee, including the outcome of the complaint and any actions taken.