

LEARNER RELATED POLICY: COMPLIMENTS & COMPLAINTS PROCEDURE

This policy is biennially reviewed to ensure compliance with current regulations

Approved/reviewed by	
Vicki Locke, VP Curriculum & Quality	
Date of next review	October 2019

This policy and procedure is subject to The Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual orientation, Disability, Socio-Economic Disadvantage

INTRODUCTION

The College welcomes views on its services from its customers, including good service compliments and complaints. Feedback received provides the College with important information which can contribute to the review of our services and processes of self assessment and continuous improvement.

A summary of recorded compliments and complaints will be reported to the Corporation through updates to the Standards Committee.

FUNDAMENTAL PRINCIPLES

Purpose

These procedures describe how the College will respond to a compliment to continually improve the quality of service to our customers through the sharing of good practice or a complaint in order to attempt to resolve it to the satisfaction of the complainant and to prevent recurrence.

Scope

This procedure shall apply to compliments and complaints made by any learner, parent (the term parent means anyone legally caring for a student), employer or member of the community using the College's services or facilities.

Customers of the College should be informed that their compliments related to quality of service received will be welcomed, recorded and disseminated to relevant managers. Compliments can be received in any format and can be made directly to the relevant area manager or through the Management Office.

The release of personal information about a learner to any third party (such as concerned parents, employers or learner advocates) will comply with the provisions of data protection legislation.

The College will ensure that as part of the arrangements for Higher Education learners who study with Boston College away from their certificating institution, information will be provided on who to contact within the University in the event that they wish to make an appeal or complaint.

The College will also ensure that learners registered on University awards are made aware that they have the right to pursue their complaint with the University when the College's procedures have been exhausted (under the Quality Assurance Agency's / Office of the Independent Adjudicator for Higher Education Code of Practice).

Under guidance from the Higher Education Funding Council for England Boston College will work closely with representatives of the College's Student Union to identify and resolve Higher Education learners concerns or complaints.

COMPLIMENTS PROCEDURE

1. Compliments can be accepted in any format (eg, written, telephone, verbal transcript, etc) and can be made directly to the area staff, managers or sent to the Management Office,
2. Informal compliments will be classed as those received verbally by staff and managers and these should be recorded in the Programme Meeting minutes.
3. Formal compliments will be classed as those received in written format (email, letter, etc). Staff and managers receiving written compliments will forward a copy to the Secretary to the Vice Principal: Curriculum & Quality for logging in the database and for distribution to relevant areas

COMPLAINTS PROCEDURE

1. Responsibility for Implementation

- 1.1 The following are responsible for implementing this policy: -

Stage One (Informal Stage):	Managers, staff members and teams
Stage Two (Formal Stage):	Quality Improvement Manager (QIM)
Stage Three (Appeal):	Vice Principal: Curriculum & Quality (VPC&Q)

2. Responding to Complaints

- 2.1 In the vast majority of cases the College will respond to any complaints made in a speedy and efficient way and resolve issues through informal discussion (Stage 1 below) and where this is not possible the formal procedure (Stage 2 below) will be adopted.
- 2.2 If, during investigation of a complaint, at either Stages 1 or 2, it becomes apparent that staff misconduct or competence issues are involved then the Senior HR Manager will be informed and will monitor and advise the investigation.

3. Informal (Stage 1)

- 3.1 In the first instance every effort should be made to resolve complaints at the Informal Stage. The member(s) of staff involved and managers should attempt to resolve the problem informally by talking with the complainant. Impartial advice can be obtained at this stage from either the Learner Support Officer or the counselling and guidance team in Learner Services.
- 3.2 If the complaint cannot be resolved informally (Stage 1) then the Formal (Stage 2) procedure should be invoked. Teams should record informal complaints received and the action taken through team minutes and Quarterly Performance Monitoring Reports.

- 3.3 Informal complaint resolutions should be considered at the Programme or Team Meeting and the outcome reported in the minutes. Actions taken to prevent re-occurrence of informal complaints will be recorded on Quarterly Performance Monitoring Reports. In cases where complaints make detailed and specific references to the conduct or competence of individual members of staff, circulation should be restricted on a need-to-know basis.
- 3.4 Where complaints are made by apprentices or work based learners that relate to employers or partners of the College, it is requested that complaints are made in writing (this can include email) as they refer to third parties that the College work with.

4. Formal (Stage 2)

- 4.1 Complaints will be accepted in any format, eg, written, telephone, verbal transcript, etc.
- 4.2 All complaints received by staff should be sent to the Secretary to the Vice Principal: Curriculum & Quality for consideration by the Quality Improvement Manager and action.
- 4.3 On receipt of a formal complaint, the Quality Improvement Manager will:
 - 4.3.1 Through the Secretary to the Vice Principal: Curriculum & Quality acknowledge the complaint in writing within 2 working days.
 - 4.3.2 Respond to complaints received from parents of learners under the age of 19 in compliance with Data Protection guidance referred to on enrolment forms.
- 4.4 Upon receipt of a request the Programme Area Manager will provide the Quality Improvement Manager with a response to the issues raised within 5 working days.
- 4.5 If during investigation of a complaint it becomes apparent that staff misconduct or competence issues are involved then the investigating line manager will inform the Head of HR who will arrange that the investigation is advised and monitored on these matters.
- 4.6 Quality Improvement Manager actions on receipt of the investigation outcomes:
 -
 - 4.6.1 The Quality Improvement Manager will collect information from the investigation(s) and will compile a reply to the complainant, through the Secretary to the Vice Principal: Curriculum & Quality, normally within 15 working days of its receipt.
 - 4.6.2 Where the complaint was received from any third party (such as employers or learner advocates) the Quality Improvement Manager will,

through the Secretary to the Vice Principal: Curriculum & Quality, only respond to the complainant with the written consent to the release of all information held by the institution from the learner. If the consent is refused or there is no consent within a reasonable time from the learner then the complainant will usually be advised that no answer can be given. In the exceptional circumstance, where it is considered to be in the best interests of the learner, a third party complaint may be answered without explicit permission being given but only after agreement by the College Data Protection Officer and Vice Principal: Curriculum & Quality.

- 4.7 A copy of the College's response to a complaint will be sent to the appropriate PAM, or equivalent. The complaint will be considered at the Programme or Team Meeting and the outcome reported in the minutes. Actions taken to prevent re-occurrence of complaints will be recorded through the Course/SAR process. In cases where complaints make detailed and specific references to the conduct or competence of individual members of staff, circulation should be strictly on a need-to-know basis.
- 4.8 A record of all complaints and their respective reply dates and actions taken / required is recorded in the form of a complaints grid by the Quality Improvement Manager and Secretary to the Vice Principal: Curriculum & Quality. Actions will be highlighted to prevent recurrence of similar complaints. Equality & Diversity is also collated at this stage for analysis.
- 4.9 HE Learners: In addition the College will ensure, through appropriate documentation, that HE learners registered on University awards have the right to pursue their complaint with the University when the College's procedures have been exhausted (Quality Assurance Agency's Code of Conduct).

Where a complaint is essentially about an academic matter, the College will inform or involve the relevant Dean of Faculty at the University if the complaint proceeds as far as the final stage of the College's complaints procedure.

- 4.10 If the complaint is not resolved at this stage, the complainant has the right to appeal.

5. Appeal (Stage 3)

- 5.1 The complainant has the right to appeal against the formal decision in writing within 15 working days to the Vice Principal: Curriculum & Quality.
- 5.2 Upon receipt of an appeal the Vice Principal: Curriculum & Quality shall acknowledge the appeal within 2 working days. A formal response will normally be made within 15 working days.

- 5.3 In the unusual event that the Vice Principal: Curriculum & Quality has already been significantly involved in the complaint the appeal will be considered by the Principal.
- 5.4 HE Learners Appeal: The College will ensure that as part of the arrangements for learners who study an award validated by a university, complaints proceeding beyond the final stage of the College's procedure will be referred to the University level for consideration (i.e. beyond the Faculty level where action will be coordinated by the University Secretary).

6. Exceptional Circumstances

- 6.1 In the unusual event that the complaint alleges misconduct by the Principal, then the above procedures will not apply. In such circumstances the complainant should put their complaint in writing to the Chair of Governors (care of the Clerk to the Corporation). Upon receipt the Chair of Governors shall acknowledge the complaint within 2 working days. The complaint will be considered by a small panel and formal response will normally be made within 15 working days.
- 6.2 If a complainant feels that their complaint has not been resolved satisfactorily by the College they can write to the Education & Skills Funding Agency (see www.gov.uk/government/organisations/education-and-skills-funding-agency).
- 6.3 The regulatory body, OfSTED, also welcomes views regarding the level of satisfaction received from the College. Feedback to Ofsted can be given in various ways for details see: www.ofsted.gov.uk for information and further details about how to submit feedback.
- 6.4 HE learners who feel their complaint has not been resolved either by the College or University have the right to take their complaint to the Office of the Independent Adjudicator (OIA). As an ombudsman the OIA handle complaints as a final resort and expect learners to have been issued with a Completion of Procedures letter from the HE institution to indicate all internal processes have been exhausted.

	<p>VICKI LOCKE, VICE PRINCIPAL: CURRICULUM & QUALITY</p>
<p>DATE</p>	<p>10th OCTOBER 2017</p>

1. **What is the name of the policy?**
Compliments and complaints procedure
2. **What is the aim of the policy?**
To improve the quality of service by responding to customer compliments and complaints
3. **Who does the policy impact on? (Staff, learners, partners etc.)**
All Boston College learners, staff, HEI partners, stakeholders and the community in general
4. **Who implements the policy?**
Curriculum Staff/Tutors
PAMs
Quality Improvement Manager
SLT
5. **What information is currently available on the impact of this policy?**
For informal complaints/compliments the curriculum areas hold information.
Formally, data is maintained by the Quality Improvement Manager including the nature of the complaint/compliment and where appropriate the actions taken to resolve the issue/s.
Data is reported to the standards committee – including an analysis by protected characteristics – where necessary reported to the college E&D Committee.
Data on complaints is reported as part of the Performance Monitoring process.
The Learner Surveys highlight customer satisfaction on various issues.
Learner Voice forums are a source of feedback on customer views.
6. **Do you need more information before you can make an assessment about this policy?** (If yes, please put down what information you need and identify in the action plan, how you intend to collect it)
No
7. **Do you have any examples that show this policy is having a positive impact on any of the equality characteristics shown in Table.1?**
No

8. Are there any concerns that this policy could have a negative impact on any of the equality characteristics shown in Table.1?

Table. 1

Category	No	Yes	Please supply any additional comments
Race	X		
Disability	X		
Gender	X		
Gender re-assignment	X		
Age	X		
Sexual orientation	X		
Religion/belief	X		
Pregnancy/maternity	X		
Marriage/Civil Partnership	X		
Socio-economic	X		
Rurality	X		

Actions are to be taken as a result of the Equality Impact Assessment			
<i>Action Required (clearly state where within existing management structures these actions will be performance monitored)</i>	Person responsible	Comp date	Review details - impact and outcome
Continue to collect, analysis and review E&D data from individuals complaining	JH		
Work with PAMs to review complaints and establish how systems/processes can be adapted to avoid re-occurrence	JH		
Signed: <i>VABclio</i>	Position: Vice Principal: Curriculum & Quality		Date: 10-10-17