



Compliments, Complaints and Feedback Policy

Date approved: 1 September 2023
Approved by: SMT
Responsible Manager (s): Director of Quality and Standards
Executive Lead: Vice Principal, Quality and Curriculum

Applicable to employees: **Yes**
Applicable to students and apprentices: **Yes**
Accessible to students and apprentices: **Yes**
Accessible to general public:
(including clients) **Yes**

Consultation

Consultation undertaken with:

Date:

- | | | |
|--|------------|----------------|
| • SMT | Yes | 1 Sept 2023 |
| • AMT | Yes | 29 August 2023 |
| • CCMT | Yes | August 2023 |
| • Students and apprentices | Yes | August 2023 |
| • Employee representatives (<i>HR related policies only</i>) | NA | |
| • Other | NA | |

Policy review frequency: **annually**

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1. Scope and purpose of policy

The compliments, complaints and feedback policy applies to all the services of B&FC and is available to students, apprentices, former students, employers and members of the public.

The purpose of the policy is to provide all stakeholders the opportunity to provide meaningful feedback to drive continuous improvement.

2. Policy statement

2.1 Compliments and Feedback

B&FC welcomes feedback from the local and wider B&FC community and stakeholders. There are a number of options available to provide compliments and feedback to B&FC.

- Surveys
- Student and Employer Forums
- By emailing: talkback@blackpool.ac.uk or complaints@blackpool.ac.uk
- By completing the 'Have your Say' compliments and feedback form available at all main reception areas
- By writing to the appropriate Head of Curriculum or Head of Service area

Further information is also available on the B&FC website:

<https://www.blackpool.ac.uk/feedback>

2.2 Complaints

B&FC welcomes feedback from the B&FC community and stakeholders and is committed to continuously improving the services it provides.

B&FC is committed to openness and transparency by providing well publicised and accessible information on how to give feedback or make a complaint.

Compliments, complaints and feedback will be dealt with courteously, fairly and objectively in a timely manner.

Compliments, complaints and feedback are addressed appropriately through B&FC's procedures.

Confidentiality

Where it is reasonable to do so, confidentiality will be observed, throughout the operation of this policy. Where a complaint relates to specific individuals, B&FC may seek permission to share such details with them. If permission is not given, it may not be possible for B&FC to fully investigate or resolve the complaint.

Anonymous Complaints

B&FC does not normally accept or act upon anonymous complaints, as by their very nature, it is not normally possible to collect all relevant information for an investigation to take place and respond accordingly. There may, however, be exceptional circumstances where B&FC deems it appropriate to investigate a complaint from an anonymous source, which identifies a risk to the B&FC community or to the public.

Vexatious and Malicious Complaints

A vexatious or malicious complaint is defined as a complaint, which is deemed unreasonable or untrue, having been put forward to abuse the complaints procedure, or an attempt to defame the name or character of another person. In cases where a complaint is considered to be vexatious or malicious, B&FC reserves the right to terminate investigation of the complaint and may consider disciplinary action.

General Data Protection Regulation (GDPR) and Permission to Disclose

If the complainant wishes for someone else to raise concerns with us on their behalf, B&FC has a legal obligation under the Data Protection Act 2018, with regard to sharing information with third parties. Therefore, B&FC will require written permission to share this information with them, through completion of a 'permission to disclose' form, which will be provided to the complainant.

Before permission is given to share the information with others, the complainant must consider whether our response will include any sensitive information about them. The complainant is required to contact us in advance to tell us which sensitive information we can and cannot share.

Multi-Issue Complaints

If a complaint identifies a number of issues, which fall within the remit of other procedures, for example an academic appeal, the content of such complaints will be reviewed. The complainant will then be notified and directed to the relevant policy and procedure.

Collective/group complaints

Collective/group complaints are expected to identify how the issues, which are being brought to the attention of B&FC, have personally affected each individual. Before a collective/group complaint is submitted, each individual named in the collective complaint must individually sign to say that they are in agreement with the content. Only the nominated spokesperson will receive communication/correspondence from B&FC.

B&FC operates a staged complaint procedure (see Compliments, Complaints and Feedback Procedure (Public) for further information) www.blackpool.ac.uk/college-policies

3. Accountability

- The Director of Quality and Standards is responsible for ensuring that the policy and procedure is up to date and published on the B&FC website and B&FC intranet
- Heads of Curriculum and Service areas are responsible for the resolution of complaints at Stage 1 and Stage 2 of the procedure and the recording of all Stage 1 complaints
- The Vice Principal, Quality and Curriculum or Vice Principal, Higher Education and Student Enhancement is responsible for the review of a complaint at Stage 3 of the procedure
- The Quality and Standards Directorate are responsible for the monitoring and reporting of complaints and compliments.

4. Student Involvement

Student/apprentice input is essential in understanding the customer experience and must be used by both curriculum and service areas to inform their quality processes. Any feedback regarding the level of service identified by a complaint must be examined to ensure that the root causes of complaints are addressed and are used to support continuous improvement.

5. Completion of Procedures letters (Higher Education only)

Completion of Procedures letters will be issued as defined in the B&FC Compliments, Complaints and Feedback Procedure.

6. Linked Policies

- Safeguarding Policy (Student and Apprentice)
- On-line Safeguarding Policy (Student)
- Data Protection Policy
- Further Education FE and Apprenticeship Appeals against Assessment Decisions Policy
- Positive Student and Apprentice Behaviour Policy
- Appropriateness of Study Policy (Student and Apprentice)
- Equality Diversity and Inclusivity Statement
- B&FC Higher Education Taught Award regulations www.blackpool.ac.uk/he-regulations
- Refund Policy
- Tuition Fee Payment Policy
- Further Education, Traineeship and Apprenticeships Admissions Policy
- Higher Education Admissions Policy
- Higher Education Compensation Policy
- Student Debt Policy and Procedure
- Higher Education Home Student Terms and Conditions

7. Linked Procedures

- Compliments, Complaints and Feedback Procedure
- Safeguarding Procedure (Student and Apprentice) including On-line
- Positive Student and Apprentice Behaviour Procedure
- Student Misconduct Procedure
- Further Education, Traineeship and Apprenticeships Admissions Procedure
- Further Education (FE) and Apprenticeship Appeals against Assessment Decisions Procedure
- Appropriateness of Study Procedure (Student and Apprentice)
- Admissions Appeals Procedure
- Higher Education Admissions Procedure

8. Equality, Diversity and Inclusion Impact Assessment

Impact Assessment for the 4 strands of Equality, Safeguarding, Health and safety and Sustainability					
Initial Form to be completed with Risk Assessments or as part of a proposal or change to a policy, plan or new way of working					
Title of Activity: Compliments, Complaints and Feedback Policy Name and title of proposer: K. Coughlan					<input type="checkbox"/> New or <input checked="" type="checkbox"/> Revision (tick as appropriate)
Equality and Diversity. Are there students, apprentices, other customers, community/stakeholders, and/or colleague concerns that the proposed policy, project or change may be discriminatory or have an adverse impact on people with protected characteristics?					
A	Students/Apps/Customer	Yes / No		If so, how many individuals / which groups of are likely to be affected?	N/A
B	Community/stakeholders	Yes / No			
C	Colleague	Yes / No			
Equality group		Positive impact High Low None	Negative impact High Low None	Reason / comments for positive impact why it could benefit any /all of the equality groups	Reason /comments for negative impact /what could disadvantage any/ all of the equality groups
Sex		None	None	N/A	N/A
Gender reassignment (Male/female/Non-binary/Transgender)		None	None	N/A	N/A
Age		None	None	N/A	N/A
Race or ethnicity		None	None	N/A	N/A
(Disability) Learning difference		None	None	N/A	N/A
(Disability) Physical and/or sensory		None	None	N/A	N/A
(Disability) Mental health need		None	None	N/A	N/A
Sexual Orientation		None	None	N/A	N/A
Religion and Belief		None	None	N/A	N/A
Marriage and civil partnership		None	None	N/A	N/A
Pregnancy and maternity		None	None	N/A	N/A
Carers/care experienced		None	None	N/A	N/A
Socio Economic deprivation indicators		None	Low	N/A	Socio economic, equality, diversity and inclusion issues could be identified via this policy/procedure.
What changes or actions do you recommend to improve the service, project, policy, or change to eradicate or minimise the negative impacts identified? Who will be responsible for monitoring these actions?					
Have students, apprentices/other customers, communities and/or colleagues been consulted in the review / proposed change?					
A	Students/Apps/Customers	Yes / No			
B	Community	Yes / No			
C	Colleague	Yes / No			
	If yes, who and how many have you involved and how have they been involved?	Review of the policy and procedure has been carried out in consultation with college management team, including curriculum heads, and the Student Union.			
Safeguarding: Are there any aspects of this proposal which could cause a Student/member of staff/visitor to feel unsafe? If yes, how has this been considered? What are the risks? What are the benefits?					<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

	None foreseen but potential Safeguarding risks could be identified via this policy/procedure
Health and Safety: Have any risks been identified? If yes, how has this been considered? What are the risks What are the benefits?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Potential health and safety risks could be identified via this policy/procedure
Sustainability: Are there expected benefits or impacts on sustainability issues? If yes, how have these been considered?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Evidence: What evidence do you have for your conclusions and expectations for these conclusions? How will this impact be monitored for all these considerations?	See above Via the complaints monitoring process
Is this policy of a high/medium or low risk?:	<input type="checkbox"/> High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low