

Compliments, Complaints and Feedback Policy

Compliments, Complaints and Feedback Policy

Date approved: August 2018
 Approved by: SMT
 Review date: July 2019
 Responsible Manager (s): Director of Quality and Standards
 Executive Lead: Vice Principal, Quality and Curriculum

Applicable to staff Yes
 Applicable to students: Yes
 Accessible to students: Yes
 Accessible to general public: Yes
 (including clients)

Consultation

Consultation undertaken with:		Date:
• SMT	Yes	Aug 2018
• AMT	Yes	Aug 2018
• CCMT	NA *	
• Students	No *	
• Employee representatives (<i>HR related policies only</i>)	NA *	
• Other	NA *	

* *please delete as appropriate*

Policy review frequency, normally: annually

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1. Scope and purpose of policy

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

There are separate policies for dealing with matters such as:

- Safeguarding
- Employee grievances or disciplinarys
- Personal Mitigating Circumstances in relation to assessments
- Appeals against the outcome of FE academic assessments
- Appeals against the outcome of HE academic assessments. Higher Education students should in the first instance refer to the B&FC HE Taught Award regulations www.blackpool.ac.uk/he-regulations for further information
- Making disclosures in the public interest (Freedom of Information Act, Data Protection Act and Subject Access Requests)
- Appeals against decisions made under the Positive Student Behaviour procedure
- Appeals against decisions under the Appropriateness of Study procedure
- Refunds

2. Policy statement

2.1 Complaints

B&FC welcomes feedback from all its customers and is committed to improving the quality of 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.

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 so as 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.

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, in some circumstances B&FC will require written permission to share this information with them.

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 or both, 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 each individual has been personally affected by the issues which are being brought to the attention of B&FC. Each individual named in the collective complaint must agree with the content of the complaint before it is submitted and individually sign to say that they are in agreement of the same. 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

2.2 Compliments and Feedback

B&FC welcomes feedback from all users of B&FC's services. There are number of options available to all our customers to provide compliments and feedback to B&FC.

- Surveys
- Student and Employer Forums
- By emailing: talkback@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 Department

Further information is also available on the B&FC website:
www.blackpool.ac.uk/info/feedback

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
- Heads of Curriculum and Service Areas are responsible for the resolution of complaints at Stage 1 and Stage 2 of the procedure
- The Vice Principal, Quality and Curriculum 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
- The policy and procedure will be reviewed on an annual basis or earlier if required. It will be approved and its operation monitored on a regular basis via the Strategic Management Team.

4. **Student Involvement**

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

5. **Linked Policies and Procedures**

5.1 ***Linked Policies and statements***

- Safeguarding Policy (Student)
- On-line Safeguarding Policy (Student)
- Data Protection Policy
- Further Education and Work Based Learning Appeals against Assessment Decisions Policy
- Positive Student Behaviour Policy
- Appropriateness of Study Policy
- Information Security Policy
- Employee Public Interest Disclosure Policy (B&FC employees only)
- Single Equality Statement Summary
- University of Salford awards - www.salford.ac.uk/qeo/StudentPolicies/student-complaints-procedure
- B&FC Higher Education Taught Award regulations www.blackpool.ac.uk/he-regulations
- Refund Policy
- Employee Disciplinary Policy and procedure (B&FC employees only)
- Employee Grievance Policy (B&FC employees only)

5.2 ***Linked Procedures***

- Compliments, Complaints and Feedback procedure

- Safeguarding procedure (Student) including On-line
- Positive Student Behaviour procedure (Misconduct and Attendance)
- Further Education and Work Based Learning Appeals against Assessment decisions procedure
- Employee Public Interest Disclosure procedure
- Appropriateness of Study procedure

6. Equality 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 Author and Date: Director of Quality and Standards	<input type="checkbox"/> New or <input checked="" type="checkbox"/> Revision Please tick as appropriate Expected Implementation Date: August 2018 What is the review date? July 2019
Equality and Diversity. Which of the characteristics maybe impacted upon? And, if yes, how has this been considered? What are the risks? What are the benefits?	None anticipated, but potential Equality and Diversity issues could be identified via this policy
Safeguarding: Are there any aspects of this proposal which could cause a learner/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
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
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