

## COMPLIMENTS & COMPLAINTS POLICY AND PROCEDURE

<b>POLICY VERSION NUMBER</b>	03
<b>MEMBER OF STAFF RESPONSIBLE FOR POLICY</b>	Director of Teaching Learning and Assessment

RECORD OF REVISIONS TO POLICY	
DATE	DETAILS
May 2015	Finalised and added to StaffNet
July 2016	Policy updated to include HE element and to add more ways of logging a complaint
June 2018	Policy updated in line with GDPR regulations and new structure

<b>Date of current policy</b>	June 2018
<b>Date of corresponding Impact Assessment</b>	July 2016
<b>Policy review date</b>	September 2021
<b>Review to be approved by</b>	Executive Team

## **BARNFIELD COLLEGE**

### **COMPLIMENTS AND COMPLAINTS POLICY**

#### **1.0 INTRODUCTION**

Barnfield College strives to provide the best learning opportunities and services for our learners. If they are dissatisfied with these, or in the way they have been treated, then they will be encouraged to let the College know so that we can put things right. Compliments and complaints are regularly analysed and reported to the Executive Team and to the Curriculum, Quality and Standards Committee. The College is sensitive to issues of confidentiality and works within appropriate deadlines in which to respond to complaints. We will provide the same opportunities to external stakeholders such as parents or related organisations. The College also welcomes feedback on good and exceptional services.

#### **2.0 SCOPE**

The Compliments and Complaints Policy and procedure provides the framework within which anyone who has experienced dissatisfaction with College services can raise their concerns. This includes complaints from learners, parents, customers, employers, contractors, local residents and visitors. The College is keen to ensure this policy is operated in a consistent, fair and non-discriminatory manner.

#### **3.0 PURPOSE**

As a college we are committed to providing excellent education and training and are looking for continuous improvement in everything we do, whether in the quality of our courses, the welfare of our students, customer satisfaction with our services or in the relationships with our suppliers and neighbours. We welcome your comments and will deal with them in a friendly, fair and efficient way.

#### **4.0 PROCESS**

4.1 Please see attached Registration of Student Complaints Form ([Appendix 1A](#)) and Registration of External Complaints Form ([Appendix 1B](#)) and Flowchart ([Appendix 2](#)).

4.2 General complaints from learners need to be directed in the first instance through the course representative. The course representative will have been elected and trained to handle complaints from the course group of students. Complaints of a personal or sensitive nature need to be directed to the personal tutor unless it is against that person. It is essential that all complainants try to solve the issues in the first instance. Investigating managers will be urged to ensure complainants have exhausted all informal avenues before relying on formal processes.

4.3 Academic complaints or complaints against marking and standards should also be directed through the course representative or personal tutor in the first instance. However, if the complaint is of a serious nature (plagiarism or fraud) then a formal complaint needs to be made. Complaints of this nature will also be subject to the relevant academic standards, verification, or assessments policies.

4.4 If the Complainant feels they have exhausted the Barnfield College Complaints Process and are still unsatisfied with the outcome then they can contact the following agencies:

**19+ Students**

The Education Skills Funding Agency (ESFA)  
Cheylesmore House  
Quinton Road  
Coventry CV1 2WT

**16-18 Students**

The Education Skills Funding Agency (ESFA)  
The Department for Education  
Sanctuary Buildings  
20 Great Smith Street  
London SW1P 3BT

**HE Students**

The Office of Independent Adjudicators (OIA)  
Kings Reach  
38-50 King's Road  
Reading  
West Berkshire RG1 3AA

Higher Education Students also have the facility to utilise the complaints policy of the validating University. Students on Higher Education courses are advised to check their course handbooks to obtain details of the validating University. At the time of approving this policy the University('s) are: -

University of Bedfordshire  
University Square  
Luton

Bedfordshire

LU1 3JU

## **5.0 COMPLIMENTS**

Compliments will be collected by the College Administration Team (CAT) and reported in a similar way to the Complaints. Compliments naming individual staff or teams will be communicated by the Principal to the named individuals or teams copying in the respective line managers.

## **6.0 COMPLAINTS AND COMPLIMENTS ANALYSIS**

Every month complaints data will be analysed and discussed at the Executive Team meetings. This data will also be shared with middle managers and annually with the corporation. Data will be analysed for trends, possible bias and ways to learn to improve the functions of the College.

**REGISTRATION OF A STUDENT COMPLAINT**

Before completing and submitting this form you should

- Read the Barnfield College Compliments and Complaints Policy - published on the college website and available at either College campus reception desks.
- Feel confident that you have already attempted to resolve your concerns informally

If you decide that it is appropriate to move into the formal stage of complaint, consider how you will explain your complaint clearly and with relevant detail and what supporting documents that might be relevant

**About You**

Complainant Full Name :	Student Name : <i>(if the complainant is a parent or carer)</i>
Address :	
Email address :	
Contact number (mobile) :	
Contact number (landline) :	
Student ID number / Subject Area :	
Campus New : Bedford Road <input type="checkbox"/> Enterprise Way <input type="checkbox"/>	
Full time <input type="checkbox"/> Part time <input type="checkbox"/>	
Age: 16-18 <input type="checkbox"/> 19+ <input type="checkbox"/>	
Male <input type="checkbox"/> Female <input type="checkbox"/>	

**Summary of your complaint**

1/2
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2/2

Please attach copies of any supporting paperwork to this form

*I confirm that the information I have provided is correct and that I have exhausted all informal means to come to a resolution. I give my consent for appropriate staff to have access to the information provided in relation to this complaint.*

**SIGNED**.....

**DATE**.....

***Please submit the completed form to either College Campus Reception Desk for processing***

**REGISTRATION OF AN EXTERNAL COMPLAINT**

Before completing and submitting this form you should

- Read the Barnfield College Compliments and Complaints Policy - published on the college website and available at either College campus reception desks.
- Feel confident that you have already attempted to resolve your concerns informally

If you decide that it is appropriate to move into the formal stage of complaint, consider how you will explain your complaint clearly and with relevant detail and what supporting documents that might be relevant

**About You**

Full Name :
Address :
Email address :
Contact number (mobile) :
Contact number (landline) :

**Summary of your complaint**

1/2
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2/2

Please attach copies of any supporting paperwork to this form

*I confirm that the information I have provided is correct and that I have exhausted all informal means to come to a resolution. I give my consent for appropriate staff to have access to the information provided in relation to this complaint.*

**SIGNED**.....

**DATE**.....

***Please submit the completed form to either College Campus Reception Desk for processing***

# Complaints Flowchart

## STAGE 1

Complainant is dissatisfied with an aspect of the College

### Complainant should follow one of the methods below:

- Complete a Registration of Complaints form and pass to reception at either campus, this will then be forwarded to the College Administration Team (CAT) in the Executive Office.
- Send a letter addressed to the Complaints, College Administration Team, in the Executive Office.
- Email [complaints@barnfield.ac.uk](mailto:complaints@barnfield.ac.uk)
- If the Executive Office receives a face to face or telephone complaint, then the Complainant will be asked to put this writing. If the Complainant is unable to put the complaint in writing, for whatever reason, the details of the complaint will be taken and written up by a member of the CAT.

### The College Administration Team will:

- Log the complaint electronically.
- Acknowledge the complaint in writing within three working days from receipt into the Executive Office.
- Inform the Director of Teaching, Learning and Assessment of the Complaint who will then nominate an Investigating Officer, a member of the College Management Team (CMT).
- Email details of the complaint for investigation to the nominated Investigating Officer with a 'response required by date' and follow up for progress updates.

### The Investigating Officer will:

- Investigate the complaint and email the CAT any updates so these can be logged electronically.
- Provide a response / resolution of the complaint to the Complainant in writing within ten working days of receiving the complaint. If there are unforeseen circumstances which will require an extension of the investigation period then the investigating officer will notify the CAT and the Complainant in writing with a new completion date.

The CAT will: Finalise the response to the Complainant in writing asking if the complaint has been resolved to the complainant's satisfaction.

The complaint is referred to the Director of Teaching Learning and Assessment for resolution.

NO

YES

Logged as completed and signed off.

The CAT keeps a record of the complaint and outcome for reference / reporting purposes.

## STAGE 2

### The Director of Teaching Learning and Assessment will:

- Investigate the complaint and respond to the Complainant in writing within five working days of receiving the complaint. (Unless issues extend the investigation period - of which the complainant should be advised)
- Email the CAT any communications with the complainant together with any supporting documents so that the electronic log can be updated accordingly.

The complaint is referred to the Principal for resolution.

NO

YES

Logged as completed and signed off.

The CAT keeps a record of the complaint and outcome for reference / reporting purposes.

## Final Stage

### The Principal will:

- Investigate the complaint and respond to the Complainant in writing within ten working days of receiving the complaint.
- Email the CAT any communications with the complainant together with any supporting documents so that the electronic log can be updated accordingly.
- If the Complainant feels they have exhausted the Barnfield College Complaints Process and are still unsatisfied with the outcome then they can contact the relevant agencies.

A monthly summary report of complaints will be provided to the Executive Team and reported quarterly to the Curriculum, Quality & Standards Committee.