

POLICY STATEMENT**TITLE:**

Compliments and Complaints Policy
“Tell Us How We’re Doing”

**INTRODUCTION/
OVERVIEW:**

The College welcomes comments and complaints from all members of the College community and from the general public. It will use this process to improve its service to its students and the wider communities in which it exists.

POLICY STATEMENT:

Northampton College is committed to the continuous improvement of the services it provides.

It is also recognised that there are many instances where we deliver exceptional service and compliments are welcome. Good practice will be shared across the College teams.

We recognise that, occasionally, mistakes will be made or the service offered will not meet an individual’s requirements or expectations. For these reasons it is College policy that all complaints and compliments made by any form of communication about the College or the services it offers should be:

- treated seriously and in an open manner
- forwarded to the Quality Assurance Manager
- acknowledged within 5 teaching days in writing
- investigated by a manager
- resolved, wherever it is reasonably practicable, within three teaching weeks
- used as feedback to improve the service which the College offers

This policy applies to all students and visitors to the College, including contractors working on the College site.

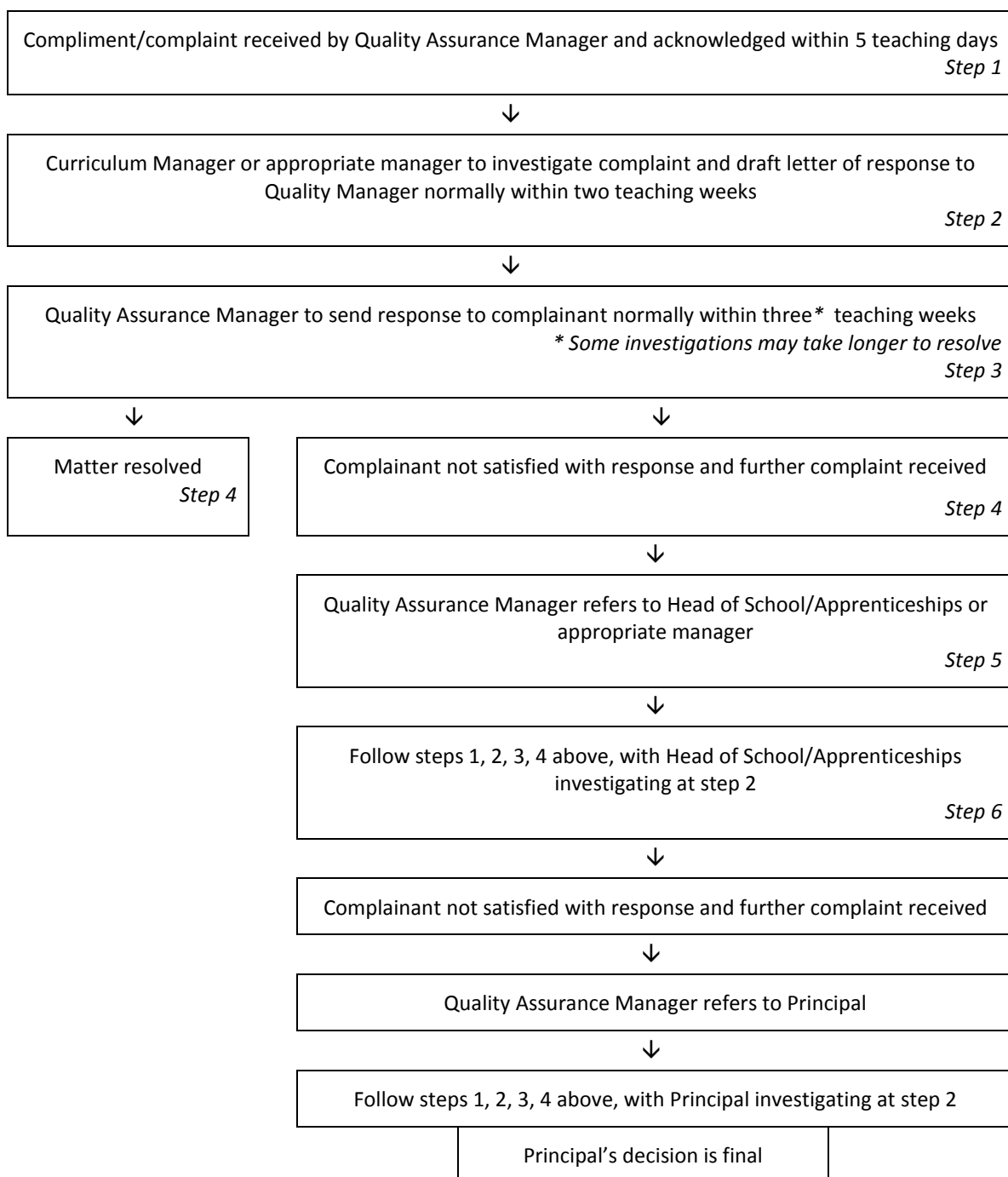
QUALITY STATEMENTS:	<ul style="list-style-type: none"> The College expects that every effort will be made to resolve the issue locally through discussion and agreed actions in the first instance. Where this is not possible or does not result in satisfactory resolution, the complaint should be submitted in writing. The College usually expects complaints to be made by the person concerned. However it will consider complaints made by a student's parent or advocate. The relevant manager will respond in writing explaining what has happened as a result of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that our employees are afforded appropriate dignity at work. Comments and compliments can be made in person, by e-mail or by completing one of the "Tell us How We're Doing" forms provided by the College. All complaints and compliments will be fed into the Course Review system for discussion and actions if appropriate. Compliments will be shared across College via team meetings, training etc. 	
LINKED POLICIES/ PROCEDURES:	<ul style="list-style-type: none"> Staff Grievance Policy Safeguarding Policy 	<ul style="list-style-type: none"> Student Behaviour and Disciplinary Policy and procedures Admissions Policy and procedures
MONITORING PROCEDURE:	A report on complaints and compliments received will be presented to SMT termly.	
DATE FOR REVIEW AND NEXT DIVERSITY IMPACT ASSESSMENT:	April 2017	
RESPONSIBILITY: Overall (Directorate/Dept): Implementation:	Deputy Principal	
APPROVED BY SMT: (Principal to sign)	(Signature)	
	Principal	(Position)
		(Date)

Appendices:

Appendix A: "Tell Us How We're Doing" procedure

Appendix A: “Tell Us How We’re Doing” procedure

Remember – you should always talk to your Academic Coach/Tutor or Assessor in the first instance.



You can contact the Awarding Organisation for the qualification and/or the Skills Funding Agency if you feel that your complaint has not been resolved.

Skills Funding Agency
Cheylesmore House, Quinton Road
Coventry CV1 2WT