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**Moulton College****Compliments, Complaints and Feedback Policy****1.0 Scope and purpose of the policy**

- 1.1 Moulton College welcomes compliments, complaints and feedback from its customers as they provide the opportunity to improve the service offered in the future. They are regarded as an important part of the quality improvement process.
- 1.2 The 'Compliments, Complaints and Feedback' policy applies to all services the College provides and deals with teaching, learning and assessment, equipment and accommodation issues, standards of service and general course-related problems. The policy is available to students, former students, employers and members of the public.
- 1.3 This policy does not deal with:
- Curriculum content or examination results where other forms of redress are more appropriate such as the examining body or the Qualifications and Curriculum Authority
  - Employment issues which are covered by staff Policy and Procedures.
  - Any matter that is the subject of legal action
  - Any complaint which is deemed to be vexatious or malicious following investigation

**2.0 Policy Statement**

- 2.1 The College constantly seeks to improve its services and takes all compliments, complaints and feedback seriously. As part of our commitment to providing a high-quality service, we listen, record, act on information received and provide appropriate feedback. Through this process, we seek to ensure that all concerns / comments are dealt with professionally and to resolve any complaints as soon as possible.
- 2.2 The College does not accept or act upon anonymous or malicious complaints.
- 2.3 From time to time feedback may include dissatisfaction with aspects of service The policy has been developed to:
- be easily accessible
  - be simple to understand and use
  - address all the points raised and provide an effective response
  - allow speedy handling with established time limits for action
  - keep people informed of progress
  - ensure a full, fair and objective investigation
  - ensure that confidentiality will be observed throughout the process
  - provide information to managers so that services can be improved
- 2.4 All staff must be aware of this policy and act in accordance with this guidance.

**2.5 Permission to Disclose**

- 2.5.1 If the complainant wishes for someone else such as the parent of an over 18 year old student, to raise concerns with the College on their behalf, please note that the College has a legal obligation under the Data Protection Act 1998 with regard to sharing information with third parties. Therefore, in some circumstances the College will require your written permission to share this information with them.

2.5.2 Before you give the College permission to share information with others, you must consider whether our response will include any sensitive information about you. If so, you need to contact the College in advance to tell us which sensitive information we can and cannot share.

2.6 The College operates a staged complaints procedure (see Compliments, Complaints and Feedback procedure for further information).

### **3.0 Student Involvement**

3.1 Student input is essential in understanding the customer experience and must be used by both academic and business support teams 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.

### **4.0 Linked Policies/Procedures**

- Compliments, complaints and feedback procedure for Further Education and College Services
- Child Protection Policy and Procedures
- Equality Policy and Equality Statement
- Compliments, complaints and feedback procedure for Higher Education
- Prevention from Harassment & Bullying Policy and Procedures
- Safeguarding Resident Students
- Student assessment - further education appeals policy & procedures
- Student Rules 2014-15
- Student Disciplinary Policy
- University of Northampton - Academic Appeals (HE)
- For policies in relation to College employees, please contact Moulton College HR

### **5.0 Monitoring and Review**

5.1 The policy and procedure will be reviewed after a period of two years or earlier if required. It will be approved and its operation monitored via the Senior Leadership Team and the Board of Governors.

5.2 A log will be kept by the Director of Quality Improvement of all written complaints received by the College. This log will include the name of the member of staff receiving the complaint, the officer(s) dealing with the complaint, and the outcome.

5.3 An annual return analysing the complaints by nature of complaint and outcome will be prepared by the Clerk to the Board of Governors in conjunction with the Director of Quality Improvement and presented to the Board of Governors.

### **6.0 Equality impact assessment**

6.1 This policy has been reviewed in line with 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 and Disability. The College will continue to monitor this policy and to ensure that it has equal access and does not discriminate against anyone, especially any person/s listed under any of the protected characteristic.

Reviewed SMT: 12<sup>th</sup> March 2013 (Previous Policy)  
Reviewed SLT: 20<sup>th</sup> April 2015