



Compliments and Complaints Procedure 2023

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Principal's Signature	

Equality Impact Assessment Form

The completion of the Equality Impact Assessment (EIA) will help us to ensure that our policies, procedures and practices do not discriminate or disadvantage people and also improve or promote equality.

In relation to: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

1. Please explain if you identified any inequalities or possible discrimination in the policy, procedure or practice?

The Procedure sets out a process whereby people can offer compliments or make a complaint about inadequate service or against a staff member.

The Principal’s Personal Assistant will keep a record of all formal compliments and complaints and will report annually to the Senior Management Team and the Corporation’s Curriculum and Quality Committee.

Shipleigh College will not discriminate against anyone making a complaint and, in fact, will offer support in order to remove any barriers to making a complaint.

In the event of a formal complaint, the investigating team will consider whether one or more protected characteristics feature in the complaint.

2. If identified, how have you changed the policy, procedure or practice to remove or mitigate the inequality or discrimination?

Not Applicable

3. Any follow up actions required?

Not Applicable

COMPLIMENTS AND COMPLAINTS PROCEDURE

1. PURPOSE

Shipley College is committed to improving its service and welcomes and values the feedback from all its stakeholders. The Compliments and Complaints Procedure is one of the ways in which the College monitors its performance and ensures that the quality of our service is enhanced.

2. SCOPE

The Procedure covers users of College Services – including students, members of students' families or their representatives, visitors or members of the public/local community.

3. RESPONSIBILITY

The Principal's Personal Assistant is responsible for the administration and reporting of the processes as stated in this procedure.

Compliments will be acknowledged, recorded and circulated as appropriate.

When a complaint has been made, a member of College Management will be nominated to oversee the investigation of the complaint.

Where a complaint is against the principal this should be addressed to the Corporation Chair, via e-mail to the Clerk, Danielle Carter, at dcarter@shipley.ac.uk

4. CAUSE FOR COMPLIMENT

4.1 The College recognises that an individual student, a student's family member or their representative, a member of the public or an employer may wish to give recognition where the College has provided a high level of service. The College is always delighted to receive positive feedback and to share it with the College community. In addition to giving feedback directly to members of staff, stakeholders may also give **feedback to the Principal's Personal Assistant, via the student portal or learner surveys.**

5. CAUSE FOR COMPLAINT

5.1 The College recognises that where an individual student, a student's family member or their representative, a member of the public or an employer feels that the College has not provided or met an expected standard of service it has a responsibility to treat that complaint seriously, to deal with the complainant courteously and to resolve the cause for complaint without any undue delay.

5.2 The College also recognises that members of neighbouring communities should expect it to take reasonable steps to ensure that its activities and the behaviour of its students should not interfere with their ability to go about their daily lives.

6. STUDENTS - HOW TO COMPLAIN

6.1. All students are encouraged to comment on the success of the learning experience organised by the College and individual staff. The College also welcomes constructive criticism of the teaching or service delivery the student receives.

6.2. The College guarantees that no student making a complaint about a member of staff will be treated negatively as a result of having made that complaint.

6.3. Students who have an informal complaint should, in the first instance, discuss it with their Course Coordinator, Tutor or Learning Coach.

6.4. In cases where students do not feel able to make a complaint directly to their Course Coordinator, Tutor or Learning Coach, they should contact Student Services in person at the Salt Building, email studentservices@shipleys.ac.uk or by telephoning 01274 327281. Student Services staff will offer guidance and support and try to resolve the difficulty informally.

6.5. If the student decides to make the complaint formal, then Student Services staff will offer them advice, guidance and help them through the process. Formal complaints will be dealt with in the manner described below.

7. GUIDANCE FOR MEMBERS OF THE PUBLIC, EMPLOYERS, VISITORS OR A STUDENT'S FAMILY MEMBER/REPRESENTATIVES - HOW TO COMPLAIN

7.1. Complaints can be made by contacting the Principal's Personal Assistant on 01274 327207, by mail at Shipley College, Victoria Road, Saltaire, Shipley, BD18 3LQ, or by emailing sbutler@shipleys.ac.uk.

7.2. If the complainant is unable to contact the Principal's Personal Assistant by phone, they can contact College Reception on 01274 327222. Reception staff will ask callers to detail the nature of the complaint and will record it as a Formal Complaint before passing it to the Principal's Personal Assistant.

7.3. If a student or the student's family member or their representative has difficulty in making their complaint they can ask for help from Student Services by telephoning 01274 327281 or emailing studentservices@shipleys.ac.uk.

7.4. In order for complaints to be investigated, the complainant is required to provide a contact telephone number and/or a home address. This enables the College to provide timely feedback as set out below, and helps ensure the legitimacy of the complaint.

7.5. Where the complaints are of a more substantial nature or cannot be resolved informally, the complainant should be asked to put it in writing and to leave their name and telephone number so that they can be contacted. Complaints will be treated as informal unless a name and contact details are provided.

8. WHAT TO EXPECT WHEN YOU COMPLAIN

8.1. Anybody making a Formal Complaint should expect to have that complaint taken seriously, to be treated with courtesy and the complaint be formally acknowledged within five working days.

8.2. While the time taken to resolve a complaint will vary, any complainant should normally expect to have a response within ten working days of acknowledgement, and thereafter to be kept informed of any progress.

8.3. Where it proves necessary to speak to the complainant in person, they can be accompanied by a friend, relative or Student Services staff.

8.4. A person making a complaint can be sure that it will not prejudice any future dealings with the College.

9. WHAT WILL HAPPEN TO YOUR COMPLAINT

9.1. The College will nominate a member of College Management to oversee the investigation of the complaint. The nominated manager may ask to speak to the complainant in person or over the telephone to clarify the nature of the complaint and will collect evidence from any member of staff or student involved.

9.2. Once the complaint has been investigated by the nominated manager the outcome of the investigation will be communicated in writing to the complainant and other parties as required.

For complaints about Assessment decisions or exam outcomes please follow the guidance in the [ASSESSMENT & VERIFICATION PROCEDURE](#)

10. Complaints and Appeals Procedure for students studying in Higher Education (L4 and above)

Independent external review for students studying in Higher Education (L4 and above)

2.1 The Office of the Independent Adjudicator for Higher Education (OIAHE) runs an independent scheme to review student complaints. Shipley College is a member of this scheme. If you are unhappy with the outcome of an appeal made to Shipley College then you may be able to ask the OIAHE to review your complaint/appeal/disciplinary case. You can find more information about making a complaint to the OIAHE here:

Students - OIAHE.

2.2 The OIAHE normally expects students to follow the higher education provider's (Shipley College) internal procedure to their conclusion before complaining to them. This gives the provider the opportunity to investigate and, where appropriate, 'put things right'. The term internal procedures includes: student complaints, academic appeals, academic and non-academic disciplinary, fitness to practise, fitness for study, and breaches of codes of conduct and regulations.

2.3 The College makes every effort to provide students with a rewarding and stimulating learning experience but it accepts that there may be occasions when a student wishes to raise a concern. If a student does have a concern it is important that they raise it as soon as possible, so that necessary actions can be taken to resolve the situation. They should first attempt to resolve this locally, by discussing the concerns with the tutor/assessor and/or the Head of Sector. If it is not possible to resolve the issues in this way, they should contact the Director of Teaching, Learning & Assessment Quality. If at the conclusion of any internal procedures the student is still not satisfied, they should follow the OIAHE guidance above (2.1).

11. APPEAL

11.1. Where the person making a complaint feels that it has not been adequately dealt with, they may appeal, in writing, to the Principal's PA for a review of the decision, explaining the reasons for their appeal - sbutler@shipley.ac.uk

11.2. Once the person has fully exhausted the College's complaints procedure, and remains dissatisfied, the Principal's PA will inform if the complainant is entitled to make a further appeal to an external agency such as the Education & Skills Funding Agency (ESFA), West Yorkshire Combined Authority (WYCA), the Department of Education, or another regulatory body (as in 10 above, where the complaint relates to Higher Education provision.)

11.3 For general complaints about FE colleges, training providers and other organisations that deliver post-16 learning, the complainant can appeal to the ESFA using this [ESFA enquiry form](#).

or write by post to:

Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry, CV1 2WT

11.4. When contacting the ESFA about a complaint, a complainant will need to provide the following:

- Details of the complaint, including key dates
- A copy of the original complaint sent to the College
- A copy of the final response to the appeal received from them
- Permission to disclose details of the complaint to the organisation concerned

11.5 Complaints about WYCA funded courses will be dealt with in line with the [WYCA complaints policy](#).

To complain to the WYCA, email customerfeedback@westyorks-ca.gov.uk, or telephone 0113 251 7272 or write to:

Complaints
West Yorkshire Combined Authority
Wellington House
40-50 Wellington Street
Leeds LS1 2DE

Original documents should not be sent.

12. BEHAVING RESPONSIBLY

12.1. All complaints will be taken seriously, but the College expects that students will not make complaints lightly or without due cause. Malicious complaints may lead to action through the Student Disciplinary Procedure.

13. MONITORING AND REPORTING

The Principal's Personal Assistant will keep a record of all formal compliments and complaints and will report annually to the Senior Management Team and the Corporation's Curriculum and Quality Committee.