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| **Customer Feedback Policy and Procedure** | red_white_trans_160 |
| **OWNED BY:** | **Quality Officer** |
| **DATE OF LAST REVIEW** | **October 2018** |
| **PLANNED NEXT REVIEW:** | **October 2019** |
| **APPROVAL:**  | **SLT** |
| **APPLIES TO:**  | **Staff** | ✓ | **Student** | ✓ | **Public** | ✓ |

Cirencester College welcomes all feedback whether compliments, complaints or suggestions. They all help us to constantly refine and improve the service we provide.

This policy also provides a frame work for complaints from students, parents/guardians or other stakeholders and outlines the way(s) in which we will deal with any complaint and the likely timescale. Please help us to address your issues by following our procedure. If you are not happy with the response you receive then please use the next stage.

All members of College staff have a responsibility to deal with customer feedback but in the case of complaints a designated person will ‘own’ the complaint to ensure that it is investigated and where necessary, addressed.

**How we deal with customer feedback.**

In order for us to ensure that feedback is properly addressed we need that information to be logged so that we can ensure that it gets to the right person and that, where necessary, it is tracked and a response made to you.

**Suggestions and compliments**

The college welcome suggestions or compliments these can be either sent to the College, placed in suggestion boxes or emailed to bev.parker@cirencester.ac.uk . The Quality Officer will record these and ensure that they are passed to the person with responsibility for the area concerned. In the case of compliments it will forwarded to the line manager of the person(s) you are complimenting.

**Raising an issue or making a complaint:**

If you are a student, in the first instance try to talk to the person directly. If you do not feel able to this then go to either your tutor, the Head of School or a Pastoral Manager. They will discuss the issue, record it and where necessary, ensure that it is addressed. You may choose to be anonymous at this stage. However, where a manager judges the issue(s) to be serious or part of a pattern that disadvantages students they may treat issues raised as formal complaints.

If you are a parent or guardian, where the issue(s) relate to your son or daughter’s lecturers or tutors you may wish to contact them directly. Email is the best way to do this to ensure that they receive your message although you may choose to write in. Where you do not receive a response or do not receive a satisfactory response, please contact the Quality Officer (bev.parker@cirencester.ac.uk ) who will ensure that it is raised with by the appropriate line manager. We reserve the right to treat issues raised as formal complaints if the manager judges them to be serious or part of a pattern that disadvantages students.

If these steps do not result in a satisfactory response then as a student or parent/guardian you will need to lodge a formal complaint by email or in writing (to the Quality Officer) or contact reception (where complaint forms are available) and provide full details including your email address.

If you are a member of the public or an external stakeholder you should lodge a complaint by email or in writing or contact reception and provide them with full details including your email address. Emails and letters should be addressed to the Quality Officer (bev.parker@cirencester.ac.uk ) and provide as many details as possible so that the matter can be investigated. Please note we do not accept complaints on behalf of third parties.

Please note that we will only investigate complaints that are either in writing or are made through a member of staff following an appointment. Only telephone or ‘in-person’ complaints relating to serious issues (e.g. safeguarding concerns) will be referred through to other staff.

**Process for dealing with a complaint.**

Once a formal complaint has been made the Quality Officer will log it and pass it to the relevant manager for investigation and, where necessary, resolution. You should receive a response to, or acknowledgement of, any written complaint within 5 working days. The Quality Officer will continue to monitor the progress of the complaint to ensure that it is properly addressed and that you receive a final response.

**A number of outcomes to formal complaints are possible.**

1. The relevant line manager investigates and finds that there is no issue or it is one that can be easily addressed. They will email you to let you know.
2. The relevant line manager investigates and finds that the issue is complex. They may contact you to arrange a phone conversation or a meeting to discuss and, if possible, reach a resolution.
3. The relevant line manager investigates and finds that the issue is serious. They will escalate the issue to another manager for resolution.

In each of the above cases you should expect to hear back from the College within 10 working days during term time so that you know what is happening, although in some cases this may not be possible. Timeframes for resolving issues may be longer, particularly if they include College holiday periods or staff or students who are involved are absent. We aim to complete most investigations within 20 working days. In the case of B or C the Quality Officer will contact you at the end of the process to check that the issue has been resolved for you. External complainants will be notified of outcomes at the end of any investigation and review period.

**Oversight**

A member of the senior team (Currently the Vice Principal -Student Experience and External Relations) will monitor all concerns/complaints, which will be recorded centrally and confidentially.

The complaints log is regularly analysed by senior staff to identify patterns and an annual report of all compliments and complaints is produced for the Senior Management Teams and College Governors (Corporation) by the Quality Officer.

**Appeals**

If you are dissatisfied with the outcome to A, B or C above then you can appeal the decision. To do so you will need to put your reasons in writing making it clear whether your appeal is about:

* Process- if you feel we have not followed the process outlined in the document
* Fairness-if you think we have not treated you fairly
* Significant new Information has come to light which we were not aware of

Your appeal will be acknowledged by the Quality Officer and passed to a manager unconnected with the original complaint. They will review the issue and may interview you or others concerned as part of their investigation although this will not happen in all cases.

They will respond to you in writing giving brief reasons as to why they have upheld your complaint or denied it. If they have upheld your complaint the manager will try to ensure that the issue is resolved.

This appeal is final.

However, if as a parent and/or student you are unhappy about the way the College has dealt with your complaint, you can write to The Chair of Governors, Cirencester College.

**Exceptions or extensions to our complaints policy.**

On some of our courses (e.g. HE level) there are alternate or extended complaints routes which you will be advised about. Where complaints are about services provided by contractors (e.g. buses) we will deal with the complaint as well as passing complaints on to their processes.

**Repeated complaints**

Where repeated complaints are made about any issue which is outside our control (e.g. a civil or police matter) we may issue a standard acknowledgement and log the complaint but we will not investigate or correspond further on the matter.

**Data Protection**

When managing a student’s personal data information it will be collected in accordance with the College’s data protection policy. Data collected is held securely and accessed by., and disclosed to, individuals only for the purpose of information relating to this policy. Inappropriate access or disclosure of student data constitutes a data breach and should be reported in accordance with the organisation’s data protection policy immediately. It may also constitute a disciplinary offence which will be dealt with under the College’s disciplinary procedure.

**Equality**

As with all College policies and procedures due care has been taken to ensure that this policy is appropriate to all students regardless of gender, age, race, ethnicity, disability, gender identity, sexual orientation or religion/faith. The policy will be applied fairly and consistently whilst upholding the College’s commitment to providing equality for all.