



Compliments and Complaints Policy and Procedure 2023-2024

Responsible officer:	Assistant Principal Quality
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Compliments and Complaints Procedure 2023-2024

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1. Introduction

The Henley College values the views of all its stakeholders and aims to manage complaints in a way that is sensitive to the needs of both individuals and groups. This policy sets out how the College will provide a courteous, professional and efficient service to students, and other individuals and organisations with whom it works including those occasions when something goes wrong. The policy will be published on the College website and student intranet.

It is anticipated that most complaints will be dealt with through informal channels in the first instance. Therefore, any compliments and complaints should be passed to a student's personal tutor, copying in Quality (HenleyQuality@henleycol.ac.uk). However, if a student feels that it is necessary to pursue a complaint formally, they can be assured that it will be treated seriously and that the College will deal with any complaint promptly and fairly.

2. Context

2.1 Compliments

If you are a student or a parent/guardian of a student and you would like to acknowledge the support that you or your young person has received whilst at the college, please let us know. You can either contact the member of staff involved directly, or contact your young person's Personal Tutor. Please also ensure that you include Quality, so that this information can be passed onto all relevant staff within the organisation including the Principal's office.

2.2 Complaints in general

The College aims to balance the rights of the complainant with the rights of any person about whom a complaint is made, treating all parties with fairness and dignity. Complaints should be raised as soon as possible and within 3 months following the original event, action or issue causing dissatisfaction. Complaints from students no longer attending the College must be made within 3 months of their course completion date.

Please note all compliments and complaints are noted by the Assistant Principal for Quality who provides reports to both the Senior Leadership Team and the College's Governors. The College's Designated Safeguarding Lead will be involved in the investigation of any complaints referring to a protected characteristic or referring to the College's Safeguarding, Child Protection and Prevent Policy (link below):

<https://www.henleycol.ac.uk/media/6265/safeguarding-policy-22-23.pdf>

2.3 Expectations

The College will:

- Listen and deal with complaints reasonably, sensitively and respond within a stated period of time
- Take follow up action where appropriate
- Welcome issues being brought to its attention to prevent a possible recurrence of the problem
- Provide feedback to complainants
- Acknowledge receipt of the formal complaint, provide information on the investigating officer, expected timescales and a copy of this policy within 2 working days of receipt of the complaint

The complainant will be expected to:

- Explain the problem clearly and fully, including any action taken to date
- Allow the College reasonable time to deal with the matter
- Recognise that some circumstances may be beyond the College's control
- Recognise that complaints relating to students and staff may be dealt with under other College

processes/procedures and are therefore out of the scope of this policy. The outcomes of these will remain confidential

3. Complaints process

In the first instance, you should raise concerns with your young person's Personal Tutor, making sure that you also include Quality. Personal and Professional Development Tutors are responsible for the pastoral care of students. We will acknowledge receipt of complaints within five working days; responses following further investigation will be sent within a further five working days.

If the complaint is about an aspect of teaching or learning, the Personal Tutor will refer your complaint to the appropriate Curriculum Leader. Curriculum Leaders are responsible for line managing specific subject areas. Should the complaint be about a pastoral issue, the Personal Tutor will refer your complaint to the appropriate Lead Personal and Professional Development Tutor. Lead Tutors are responsible for the pastoral care of students in their faculty.

The person receiving the complaint should obtain contact details of the person making the complaint, make notes on its nature, how it was dealt with and the outcome. This should be forwarded with all associated paperwork, letters and emails to the Quality Co-ordinator who will enter the details onto the complaints log and retain information and records securely and confidentially.

4. Formal complaints

Formal complaints may be made if the complainant feels that an informal complaint has not been satisfactorily dealt with, or if the issue is of a serious nature. Please use our formal complaints procedure below:

- put your complaint in writing to the Quality Department (HenleyQuality@henleycol.ac.uk)
- an acknowledgement will be sent within 5 working days with, where possible, the details of the investigating officer, a clear indication of when the complainant can expect to hear from the College again, and a copy of this Compliments and Complaints Policy

The nominated investigating officer who will be a member of SLT will investigate the matter with relevant members of staff and students, or through a nominated person. A response will be made in writing within 10 working days from the acknowledgement of the complaint being given. If the matter is particularly serious or complicated it may take longer to resolve the issue, but information on progress will be provided to the complainant. The investigating officer will forward the details of the complaint with any associated paperwork to the Quality Co-ordinator who will enter the details onto the complaints log and retain information and records securely and confidentially.

5. Appeals

If the complainant remains dissatisfied following the outcome of the investigation, they may appeal against the decision by contacting the Vice Principal in writing by letter or email within 10 working days. Receipt of the appeal will be acknowledged within 5 working days of receiving it.

The complaint appeal will be investigated by the Vice Principal independent of the original complaint. The outcome of the appeal will be confirmed to the complainant in writing within 10 working days from the acknowledgement of the appeal being given.

If the complainant believes that the College did not handle their complaint in accordance with the published College policy or acted unreasonably in the exercise of their duty, the complainant may make a final appeal in writing to the Principal within 10 working days.

Receipt of the appeal will be acknowledged within 5 working days, with the outcome confirmed to the

complainant in writing within 10 working days from the acknowledgement of the appeal being given. This concludes The Henley College's complaints process.

6. Time periods

The time periods as set out in this procedure are for guidance and may be subject to extension, particularly outside academic terms. Where any such extensions are made, the complainant will be notified in writing.

7. Aggressive or abusive complaints or behaviour

Complainants should be aware that our staff have the right to work in a pleasant and safe environment. The College will not tolerate aggressive, abusive, violent behaviour, bad language, racist, sexist or any discriminatory comments and reserve the right to close matters if this should occur.

8. Vexatious complaints

There will be occasions when, despite all stages of the procedure having been followed the complainant remains dissatisfied. If the complainant tries to re-open the same issue, the relevant member of The Senior Leadership Team will inform them in writing that the procedure has been exhausted and the matter is now closed. If the complainant writes again on the same issue, then the correspondence may be recognised as vexatious and there will be no obligation on the part of the College to respond.

9. Taking a complaint further

If a complainant remains dissatisfied with the College's response following the appeals process, then you can contact the College Ombudsman. The Ombudsman will carry out a review only where the complainant has exhausted the College's complaints procedure as detailed above. Contact information for the Ombudsman is available on request from the Principal's PA.

Complainants also have the right to refer their complaint to an external agency/ies. This does not apply where a complaint is the subject of legal proceedings or relates to the quality of service provided by external organisations such as an examination board. Only after all College procedures have been exhausted should the complaint be referred by the complainant to the Funding Body or relevant Government Agency.

If a complaint against the College remains unresolved, the complainant may raise how your complaint was handled with the Educational Skills Funding Agency (ESFA). The details of how to do this can be found on the Department for Education website (the links are shown below):

For post-16 EFA funded institution:

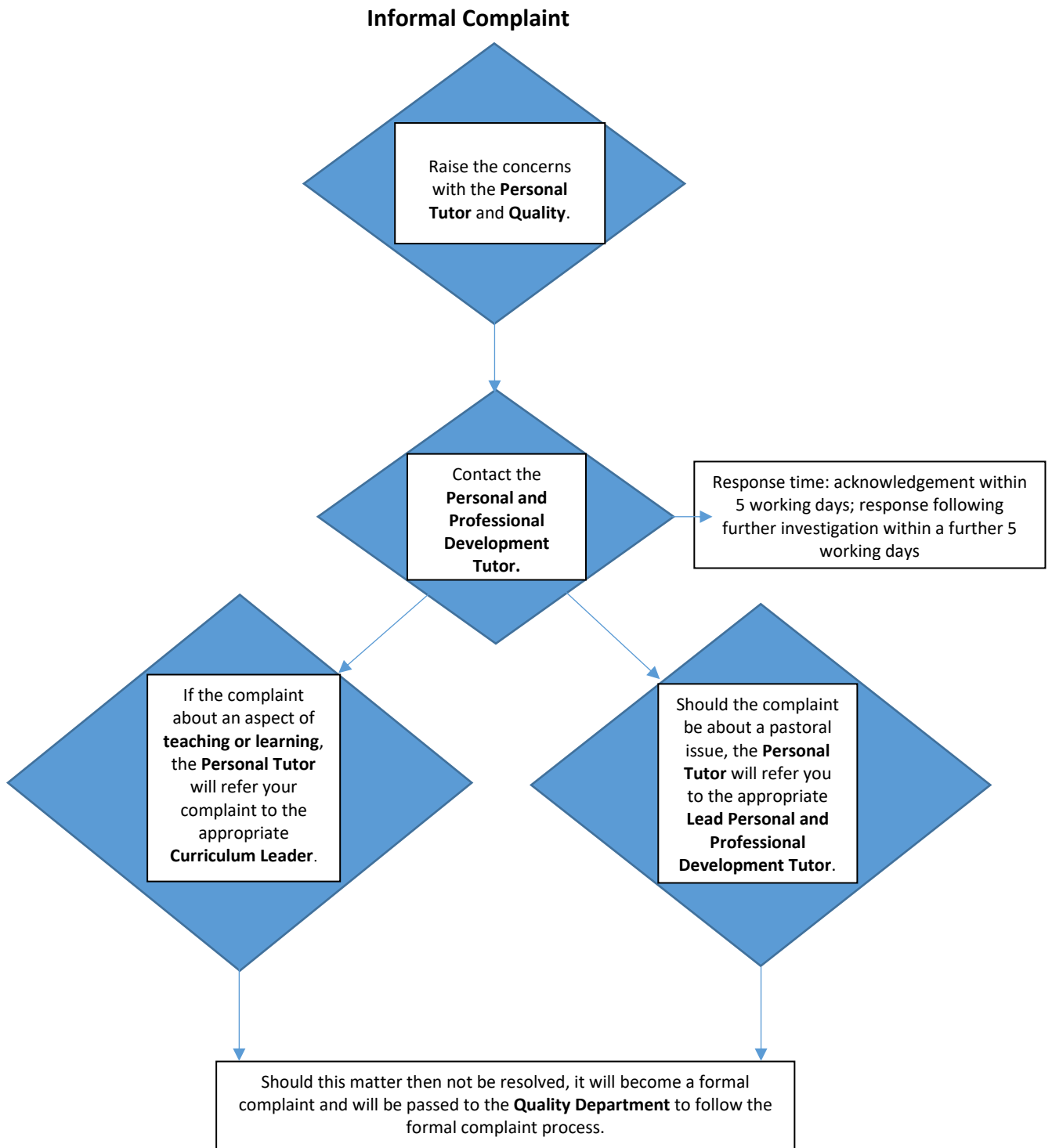
<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

10. Monitor, review and evaluation

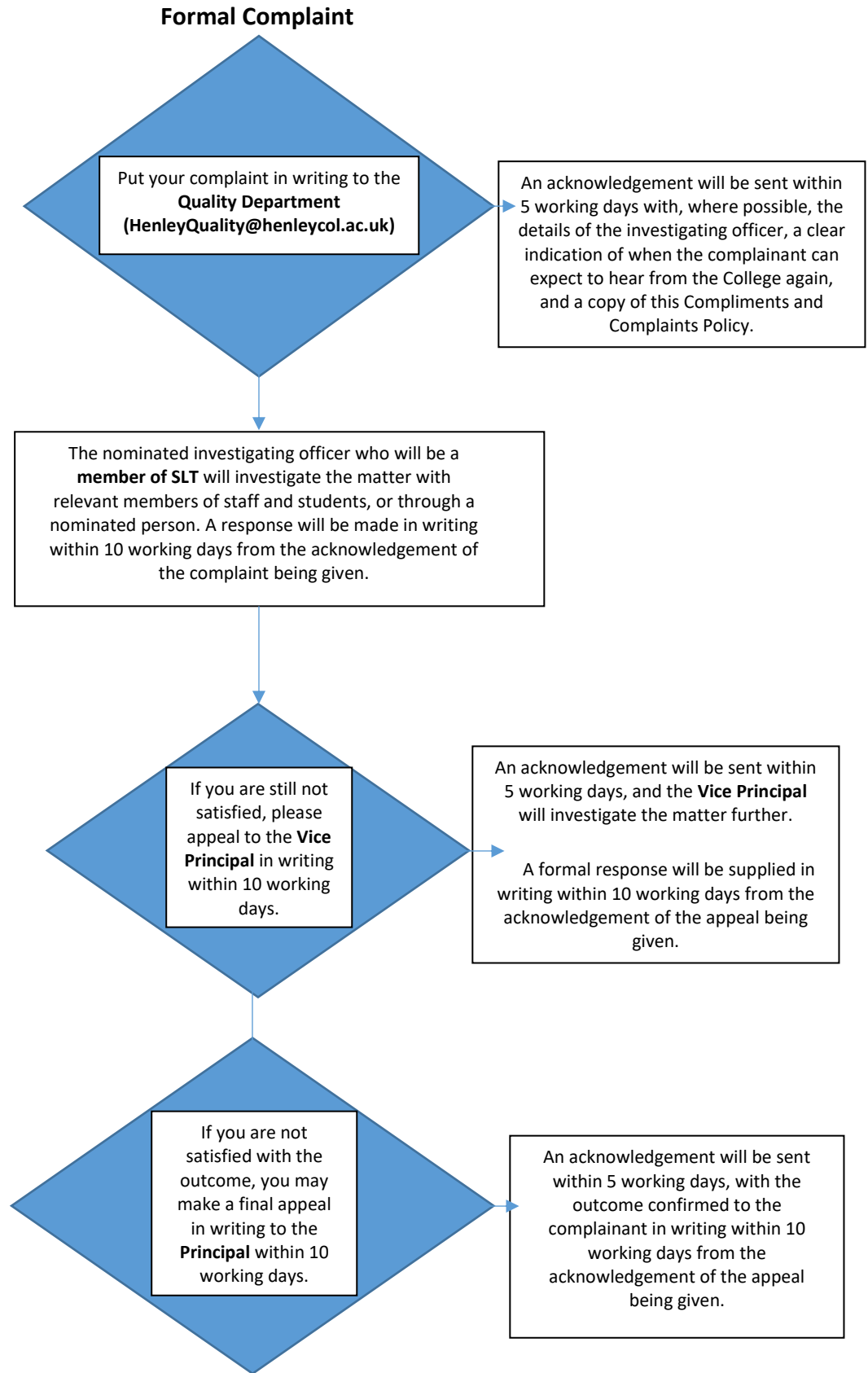
Compliments and Complaints will be regularly reviewed as part of the College's Quality Improvement Strategy. The implementation of the Compliments and Complaints Policy is monitored through the learner survey questionnaire, observation of teaching, learning and assessment, Curriculum Area Review meetings and the curriculum Self-Assessment Process. Monitoring, review and evaluation on this policy occurs through the Self-Assessment process and is linked to the Ofsted Education Inspection Framework for curriculum provision.

The Senior Leadership Team will have key responsibility for approving the policy on an annual basis.

11. Appendix 1 - Pictorial explanation A



12. Appendix 2 - Pictorial explanation B



13. Equality Impact statement

We have a duty to consider the impact of changes on groups with Protected Characteristics (race, disability, age, sexual orientation, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership).

What are the overall aims of the change? Why are you proposing it?	The aim of this policy is to provide a framework to ensure that the guidelines are in place to support all stakeholders
Given the aims of your proposal, what issues does your data/information highlight?	Everybody is included within the policy, and all groups are given parity in regards to their needs and provision
How could the proposed change affect positively/negatively on groups with protected characteristics?	This has a positive impact on all groups with protected characteristics, as they are ensured equal treatment and provision based on their needs
What actions will you take to mitigate any negative impact?	No negative impact to having this policy
Is there any potential negative impact justified in light of wider benefits of the proposal?	No negative impact to having this policy
Recording final decision	This policy requires SLT and Corporation approval
Has the policy taken into consideration the requirements of GDPR regulations? e.g.; data sharing agreement; has data consent been considered; data retention timescales?	GDPR regulations have been considered and actions comply with data protection requirements