

There is a Welsh version of this document available.

# CAVC Group Complaints and Compliments Policy

## Commitment

Within this policy, the term " Group", refers to all providers within the Cardiff and Vale College Group.

This policy is underpinned by the College vision – Inspirational, Inclusive and Influential, and will support the College to work towards our key drivers of Quality, Efficiency and Growth. The policy will incorporate the following principles:

- Those who access learning across the Group must be **free from discrimination**.
- Learners will be supported to **enable** them to achieve their **potential** whilst in learning, in an environment which removes or minimises disadvantage, takes steps to meet their needs and which encourages participation.
- We will support learners to develop the skills they need to **progress** successfully through their lives.

## Scope and Purpose of Policy

The purpose of this policy is to ensure that effective Complaints, Compliments and Comments processes and procedures are in place across the CAVC Group.

The Group is committed to delivering world class learning experiences for all learners from the point of application, through admissions and while they are on their journey with us. The Group endeavours to maintain high standards of all its activities, Teaching, Learning and Assessment, applying excellent customer service through continuous improvement. We also recognise the impact we have on our local community.

This policy, and all associated procedures across the Group apply to all staff and learners.

This policy applies to all learners on all learning programmes regardless of mode or location of study.

This policy applies to all partners and franchise organisations.

This policy applies to visitors to the Group.

## Policy Statements

The Group is committed to:

Ensuring that all complaints, compliments and comments are managed and processed in the most appropriate manner following a set procedure, including the right to appeal. Each part of the Group will identify all documentation that should be completed following a complaint, and when complaints should be escalated internally or externally. These procedures will include reference to how the complainant is made aware of the outcome of a complaint, and where there are further internal or external mechanisms open to them.

All complaints will be treated with the utmost respect, sensitivity and discretion within specific timescales.

Ensuring that all complaints and compliments are analysed and reviewed on a regular basis to support the continuous improvement of our service.

Informing all staff and learners of this policy and associated procedures.

We will ensure that learners on all levels and types of provision are clearly signposted to any external organisation or body which oversees provision, standards, expectations or redress such as an awarding body, the QAA or the Office for Independent Adjudicators for HE (this list is not exhaustive).

## Responsibilities

### **The Governing Body will be responsible for ensuring that:**

- The policy is reviewed on a regular basis (as per the policy terms of review) and appropriate advice is given on content. The Main Board approves the policy.

### **The Senior Management Teams:**

- Have overall responsibility for ensuring that arrangements for dealing with complaints are effective across the Group. They are responsible for developing effective governance arrangements and ensuring that relevant policies are in place across the Group.

### **Senior Quality staff across the Group will:**

- Ensure that each individual organisation has complaints, compliments and comments procedures in place.
- Ensure that this policy and related procedures are effectively implemented across the Group.
- Ensure that systems are in place to keep detailed, accurate and secure records of complaints.

All Staff across the Group will:

- Act in line with this policy and associated procedures.
- Attend relevant CPD events.

- Inform learners and visitors of the policy and associated procedures and support them to access any help.

All learners across the Group will:

- Attend induction and tutorial/review sessions to ensure they are aware of the policy and the issues it raises.
- Behave in a way that supports the policy, including raising any concerns with teaching or support staff to enable them to access the support they need.

## Legislation and Guidance

Procedures across the Group must take the following legislation into consideration, and be explicit throughout:

- The Data Protection Act 2018
- The Protection of Freedom Acts (2012)
- Human Rights Act (1998)
- The Children's Act (2004)
- Complaints Procedures for School Governing Bodies in Wales 2012
- Managing complaints: guidance for further education colleges and work-based learning providers (February 2017)
- QAA Guidance
- Relevant Higher Education Procedures relating to complaints
- Office of Independent Adjudicators

The list is not exhaustive and may be added to by future passing of statute either by UK Government or Welsh Government on matters which are devolved under Government of Wales Act 2006.

## Equality and Diversity Statement

In accordance with Group procedures, this policy was written with consideration of the impact of individuals as per the Equality Act 2010.

## Welsh Language Standards

This policy provides opportunities for persons to use either the Welsh or English language. The duties which come from the Standards mean that organisations should not treat the Welsh language less favourably than the English language, together with promoting and facilitating the use of the Welsh language i.e. making it easier for people to use in their day-to-day life.

Support and guidance relating to complaints will be provided to all learners regardless of the language in which they decide to communicate.

## References

This policy links to all Group policies and associated procedures but there is specific reference to:

Complaints, Compliments and Comments Procedures  
Assessment and Appeals Procedure

## Communication and Storage

This policy is published on the company website.

This policy is stored on the company intranet.

This policy is shared with learners and stakeholders.

This policy will be communicated and stored by each organisation via their internal communication and policy management channels.

## Approval, Change and Review

This policy is reviewed every 2 years.

**Date approved:** 7 July 2020

**Approved by:** Main Board

**Next Review date:** July 2024

**Responsible Manager:** Assistant Principal, Quality, Teaching & Learning

**Executive Lead:** : Vice Principal, Quality & Learner Journey

**Accessible to Students:** : Yes