

Complaints, Comments and Compliments Policy

Scope and Purpose of Policy

The purpose of this policy is to ensure that complaints, whether about teaching and learning or general complaints about College services, are responded to promptly, fairly and effectively to the best of our ability and within the resources of the College. We take the opportunity to learn from every complaint. We also want to have a mechanism to collect compliments and comments on the service we offer.

This policy applies to all learners and potential learners, carers of learners, employers, former learners and members of the public for all learning programmes regardless of mode or location of study.

Policy Statements

Cardiff and Vale College's mission is to deliver high quality education and training, outstanding results, skilled and employable people, excellent customer experience, innovative business growth and continued investment that supports prosperous communities and a thriving economy. We will do our best to ensure that all learners, on and off-campus, have a successful and enjoyable experience. We are also committed to serving the wider business and social community in order to ensure continuous improvement in all our work.

We recognise, however, that sometimes we do not always achieve our best. Sometimes, mistakes are made and things are not done as well as they should be. We have a commitment to our students, employers and stakeholders to ensure that any complaints they may have about our service are dealt with fairly, efficiently and effectively. We recognise that complaints can be used actively to improve our performance. It is also important that we reflect on what has gone well, learn from this and celebrate this achievement.

This Policy is underpinned by several key principles:

- Learners who access Cardiff and Vale College must be **free from discrimination**.
- Our learners must be supported to **enable** them to achieve their **potential** while at College, in an environment which removes or minimises disadvantage, takes steps to meet their needs and which encourages participation. The wellbeing of our learners is central so they feel good about themselves and respect others.
- While at College our learners will develop the **skills** they need to enable them to progress successfully throughout their lives.
- A commitment to **restorative approaches** to ensure that we foster good relations by tackling prejudice and promoting understanding.

In order to fulfil its responsibilities under this policy, the College will:

- Make clear to learners how to complain when things go wrong.
- Make clear that learners and others know what to do when they want to make us a compliment, comment or compliment.
- Put procedures in place so that complaints are dealt with in a timely and thorough manner.

- Ensure these procedures reflect the requirements of our franchise partners i.e. HE institutions and the Office for Independent Adjudicators (OIA).
- Put procedures in place to enable us to share compliments and comments with relevant staff and interested parties.
- Ensure that provision is in place to differentiate between non-serious and serious complaints.
- Ensure that we maintain confidentiality in line with our Safeguarding and Data Protection policies.
- Put in to place specific timescales to respond to complaints.
- Train staff and inform learners with regards to the procedure.
- Make clear within the procedure the provision to appeal.
- Monitor the quality of management of complaints.
- Analyse and review complaints and compliments on a regular basis to support the continuous improvement of our service.
- Set up procedures where complaints, comments and compliments will be regularly reported on to the Executive Team, the Curriculum, Quality and Student Affairs Committee and the Quality Standards Board.

All of the above will be underpinned by a restorative approach.

Responsibilities

The Principal will be responsible for ensuring that:

- The College's Malpractice Policy and procedures are fully implemented and followed by staff.
- Sufficient resource is allocated to this area.

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 Senior Planning Group will be responsible for:

- Reviewing this Policy and the attached procedures.
- Monitoring the application of the procedures, supporting staff to adhere to the policy and responding effectively to any areas of concern.
- Ensuring that relevant college procedures and practices e.g. admissions, tutorial etc.

The Dean of Quality Improvement is responsible for:

- Maintaining the currency of this policy and associated procedures.
- Ensuring the allocation of appropriate resources to meet the requirements of the policy and associated procedures.
- Providing appropriate training and development.
- Appropriate steps are taken to monitor data linked to this policy and that this data is used to inform and improve practice.

All Staff are responsible for:

- Treating all learners with dignity and respect, to ensure their own conduct does not cause offence or misunderstanding.
- Being aware of this policy and the procedures and working in a way that does not contravene their contents.
- Working within the requirements of Data Protection and GDPR.
- Communicating effectively with staff to ensure the needs of learners are met.
- Attending CPD events on aspects relevant to the success of this policy and associated procedures.

Students are responsible for:

- Attending induction and tutorial sessions to ensure they are aware of the policy and the issues it raises.
- Following the policy in the raising of complaints and compliments.
- Providing feedback on the policy in learner focus groups and via other opportunities.

Equality and Diversity Statement

In accordance with College procedures, this Policy was written with consideration of the impact of individuals as per the Equality Act.

Health and Safety Implications

None.

Welsh Language Standards

This policy does not affect the Welsh language negatively. In accordance with College procedures, this Policy was written with consideration of the impact of individuals as per the Welsh Language Standards.

Linked Policies

-All learner related policies

Linked Procedures

All learner related procedures

Location and Access to the Policy

This is available from the website, staff intranet and Moodle and may be out of date if printed.

Date approved: July 2011

Approved by: CQSA

Review date: July 2021

Responsible Manager: Dean of Quality Improvement

Executive Lead: : Deputy Principal

Accessible to Students: : Yes