

# 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.

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 or comment.
- Put procedures in place so that complaints are dealt with in a timely and thorough manner.
- 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 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 and to the Curriculum, Quality and Student Affairs Committee.

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

## Equality and Diversity Statement

In accordance with College procedures, an Equality Impact Assessment is currently being undertaken for this Policy.

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Revision No: 4  
Last Revision Date: Oct 2016  
Next Revision Date: Oct 2017

## Health and Safety Implications

There are no Health and Safety implications for this policy.

## 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

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**Approved by:** CQSA

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**Review date:** October 2017

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**Responsible Manager:** Dean of Quality Improvement

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**Executive Lead:** : Vice Principal Curriculum and Standards SJ

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**Accessible to Students:** : Yes

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