

# **Compliments and Complaints Procedure**

<b>This policy applies to :</b>	Students, parents, employers, residents, schools
<b>Author/Department:</b>	Deputy Principal
<b>Area/Person responsible:</b>	Deputy Principal
<b>Date approved:</b>	September 2010
<b>Related Documents/ Policies:</b>	Quality Cycle
<b>Date of Next Review:</b>	January 2017

<b>Date of most recent review:</b>	January 2016
<b>Changes made:</b>	Amended to new format

### Equality Impact Assessment

An Impact Assessment should be carried out if any of the following apply to the policy. If it:

- affects primary or high level functions of the College; or
- is relevant to the promotion of equality; or
- is one which has particular relevance to an equality group protected under the Equality Act 2010

<b>Does an Impact Assessment need to be completed:</b>	<b>Yes</b>	<input checked="" type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
<b>If not, please provide a reason:</b>				
<b>Impact Assessment Reference/Location:</b>				

<b>Initial Impact Assessment Completed</b>	<input checked="" type="checkbox"/>
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<b>Date</b>	Sept 2010
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<b>Review of Policy</b>	<input checked="" type="checkbox"/>
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<b>Date</b>	Jan 2016
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## 1 Introduction

### We want to hear from you...

- Do you have any suggestions on how we might improve services?
- Would you like to compliment us on a job well done?
- Have we fallen short of what you expect?
- Have we fallen short of the standards we set ourselves?

### Your views are important to us

The College aims to ensure that all complaints received are dealt with promptly, fairly, professionally and in a non-discriminatory manner, and that appropriate action is taken.

Every complaint will be taken seriously and viewed positively as an opportunity to receive constructive feedback so that improvements may be made.

### What you can do

You can complete the form at the back of this leaflet (also available on the college web site) or, if you prefer, you can contact us by telephone, email or fax. All comments, compliments or formal complaints should be directed to:

Comps Service  
Ashton Sixth Form College  
Darnton Road  
Ashton-under-Lyne  
Lancashire  
OL6 9RL

Telephone: 0161 330 2330      Fax: 0161 339 1772  
Email: [comps@asfc.ac.uk](mailto:comps@asfc.ac.uk)

### What happens next?

We will reply within 5 working days from when we receive your complaint. If it is not possible to give you a full reply within this time, for example, if your complaint requires more detailed investigation, we will give you an interim response telling you what is being done to deal with your complaint, when you can expect the full reply and from whom. The full reply will include details of who to contact next if you believe that your complaint has not been dealt with properly.

## 2 Further Details

Ashton Sixth Form College is committed to continuous improvement and providing a high standard of service. You have an important part to play by telling us when we do things well or not so well and by suggesting ways to improve the service we offer.

We welcome all feedback that helps us to maintain a high level of service. We want to learn from your experiences of using our services. If you compliment us on doing something well we can ensure that good practice spreads to other services.

### We guarantee to...

...pass on a compliment, suggestion or a comment in the right direction. Compliments, suggestions and comments help us plan our services and improve our performance. We'll make sure all comments are used to benefit services.

## **We guarantee to...**

...take all complaints seriously. We're sorry if you're not happy with us, and we want to put things right if we possibly can. We know that complaints give us valuable feedback and help us to improve our services - we want to listen and learn. You can make a complaint in any way you want: in person, by phone, in writing, or e-mailing.

## **To contact us with your compliment, comment or complaint**

...complete the form, email or fax us.

We want our response to you to be quick, fair, courteous and helpful. If you want a response, we'll get back to you within five working days.

We aim to deal with your concern in full in this initial response. However, if this isn't possible, we will send you a second more comprehensive reply as quickly as possible.

If you have a complaint that you want to take further, we have a more formal process, with these timescales:

Investigation (up to 10 working days)

Appeal (up to 20 working days)

## **Things You Should Know:**

- We will endeavour to resolve dissatisfaction quickly, easily and informally. For students this will often be achieved by discussion with your personal tutor or appropriate member of staff.
- From time to time, however, a more formal procedure may be required.
- At each stage in the complaints procedure, you will be advised of what the next stage is and whom you should contact.
- If the complaint involves discrimination or harassment of any kind, you should ensure that the incident is recorded by reporting it immediately to a member of staff.
- If you are unsure who to contact, please contact the Director of ICT and Planning.
- The Board of Corporation receives an annual report (see appendix 1), covering the types of complaints received by the college and the ways they have been resolved. This report will not detail specific issues raised or the names of those involved.
- Please note that we cannot investigate anonymous complaints.

If you need any assistance with this Policy, please contact the Deputy Principal.

## **3 How to make a complaint:**

### **Stage 1: Informal Complaints**

You may wish to begin by raising the matter informally with the person who is most likely to be able to help you such as your tutor, teacher or a manager.

If you do not know who to contact, please speak to the college reception in the first instance on 0161 330 2330.

### **Stage 2: Formal Complaints**

If the outcome of Stage 1 is unsatisfactory or impractical, please direct your complaint to the "Comps Service" using a complaints form, e-mail or letter:

Comps Service

Ashton Sixth Form College

Darnton Road  
Ashton-under-Lyne  
Lancashire  
OL6 9RL

e-mail: [comps@asfc.ac.uk](mailto:comps@asfc.ac.uk)

You will receive an acknowledgement of your complaint within 5 working days and an investigation will be conducted.

You may be contacted to find out more information so please ensure that we have all your contact details.

You should receive notification of the outcome of investigation within 10 working days.

If there is likely to be a delay in responding then we will contact you to let you know and advise you of the reason(s) for delay.

### **Stage 3: Appeal**

If you are dissatisfied with the outcome of the investigation then you may appeal, in writing, to the Principal. You should receive notification of the outcome of the appeal within 20 working days.

**Summary of Comments, Suggestions, Compliments and Complaints**



**Stage 1 Informal Complaint**

Contact the relevant senior tutor, teacher or college manager, who will deal with your complaint. We will respond within 5 working days.

If you do not know who the most relevant person is, please contact the college reception in the first instance on 0161 330 2330.

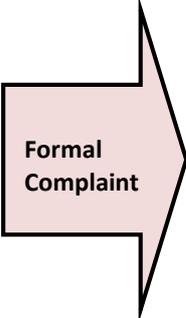
**Comments, Suggestions & Compliments**

Contact the relevant senior tutor, teacher or college manager, either by telephone, e-mail or in writing. We will respond within 5 working days.

If you do not know who the most relevant person is, please contact the college reception in the first instance on 0161 330 2330.



**Thank You. We will ensure that your input leads to good practice that spreads to other services.**



**Stage 2 Formal Complaint**

Write to the Comps Service at the College using a complaints form, e-mail or letter. An investigation will be conducted and you may be contacted for further information. We will acknowledge your complaint straight away and normally respond within 10 working days.



**Stage 3 Appeal**

Write to the Principal. A further investigation will be conducted. We will normally respond within 20 working days



# Comments, Suggestions, Compliments & Complaints

(Confidentiality will be respected)

Title		First name		Surname	
Organisation (if appropriate)					
Address					
Telephone Number	Home		Work		Mobile
Date & Time of Incident (if relevant)					
Please Tick <u>one</u>	Comment <input type="checkbox"/>	Suggestion <input type="checkbox"/>	Compliment <input type="checkbox"/>	Complaint <input type="checkbox"/>	
Details					
<i>Continue overleaf if necessary</i>			Signed	Date	

Please send the completed form to

Comps Service,  
Ashton-under-Lyne Sixth Form College,  
Darnton Road,  
Ashton-under-Lyne,  
Lancashire  
OL6 9RL

**For College use only ...**

Date received		Reference Number	
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