



THE  
**TRAFFORD**  
**COLLEGE**  
GROUP

# **Complaints, Compliments and Incidents Procedure**

**(excluding HE Programmes)**

<b>Author:</b>	<b>Director of Quality</b>
<b>Consultation:</b>	<b>TCG Leadership Team</b>
<b>Approval:</b>	<b>TCG Board of the Corporation</b>
<b>Version Date:</b>	<b>December 2020</b>
<b>Approved Date:</b>	<b>December 2020</b>
<b>Next Review:</b>	<b>December 2021</b>

## Contents

1. Purpose .....	3
2. Scope .....	3
3. Roles and Responsibilities .....	3
Procedure .....	4
4. Complaints: .....	4
5. Compliments: .....	5
6. Incidents: .....	5
Appendix 1: Complaints Process .....	6
Appendix 2: Complaints Form .....	7

## **1. Purpose**

The purpose of this Procedure is to set out the Trafford College Group's (College's) approach to continuous improvement and feedback, but also to provide a clear process to be followed in the event of a complaint, compliment, or incident.

- A complaint is any expression of grievance that a college service has failed or is failing to meet reasonable expectations, or that a member of staff or a student has behaved or is behaving unreasonably.
- A compliment is where the College is exceeding expectations and an incident is an act or acts that occur at College.

## **2. Scope**

The Procedure applies to complaints raised by students, parents, carers employers, customers or the general public in relation to College activities, employees and provision. The Procedure is not applicable to employees who have a grievance against an individual person such as another employee or student. Such grievances are the subject of a separate Staff Grievance Procedure.

This procedure specifically excludes complaints relating to the Trafford College Group Admissions Procedure and Assessment Appeals as other procedures apply. Higher Education Programmes are also excluded.

This Procedure should be used in the event of any person disputing the College's delivery of standards; or:

- Wishing to provide feedback to enable the College to improve in any aspect.
- Deficiencies in standards of service (which might include problems with support facilities such as welfare, accommodation, and teaching facilities).
- Dissatisfaction with standards of teaching provision (for example, the basic academic framework such as structure, arrangements for assessment and information provided about a course).
- Dissatisfaction with the arrangements of the provision for tuition.
- Other deficiencies in the quality of the student experience.
- To pass on feedback of a positive nature that might lead to further positive experiences.
- Any incident that occurs on College premises under the guidance of College employees where students are engaged in College business.

## **3. Roles and Responsibilities**

- All employees have a responsibility to listen and try to resolve concerns at the point of origin.
- Assistant Principals are responsible for acknowledging, investigating, and resolving formal complaints within their area of responsibility.
- Senior Leadership Team is responsible for considering Appeals against the findings of an investigation into a complaint.
- The Director of Quality is responsible for the operation of the Complaints, Compliments, and Incidents Procedure, including the recording, analysis and reporting on trends and issues around complaints, compliments and feedback.

## Procedure

### 4. Complaints:

**4.1** The College will keep a complaint confidential in as far as is necessary to comply with its data protection obligations. No complainant or person complained against will be discriminated against while the complaint is being dealt with. The College cannot guarantee confidentiality and it may deem it necessary to divulge certain information if the College believes there is a Health and Safety or Safeguarding risk. The College confirms to students as part of their induction that it will share information with parents/carers if the student is aged 18 years of age or under on the 31<sup>st</sup> August in the year they enrol.

**4. 2.** The College is not able to disclose personal data (even to parents) if the student opted out at induction, or is aged 19 years of age or over, because of the provisions of the Data Protection Act 1998. The Act establishes a set of principles and conditions about the use and disclosure of personal data with which the College must comply; this means that the College cannot pass on information about its students unless it is permitted to do so under the Act.

**4.3.** In the event of a parent, or other relative approaching the College with a view to making a complaint on the student's behalf, the College cannot disclose personal data unless the student has given confirmation for the information to be released. However, if a student has consented to the release of information the College is happy to comply. The College will do this by asking the student to send an email from their College email account stating they are happy for us to speak with a specified person about a particular matter. With regards to students within the Foundation Learning area, the Mental Capacity Act will be applied to determine whether a young person/adult under 24 years is able to understand and give consent.

**4.4.** Complaints of a minor nature should be raised immediately with any relevant employee. Issues will be addressed informally. Where issues cannot be resolved informally at point-of-origin, individuals may wish to make a formal complaint using the process outlined below:

- The individual should lodge their formal complaint using the Complaints Form available on the TCG website, or in person to an employee who will be expected to complete the web-based form on their behalf.

**4.5.** All formal complaints will be acknowledged within one working day (were possible) using a standard template and forwarded for investigation to the departmental Complaints Officer (for example, Head of Studies/Assistant Principal).

**4.6.** All formal complaints will be fully investigated and responded to within 10 working days (where further time to investigate is needed the manager will advise the complainant of this in writing and provide an explanation of the extension). The response will include relevant details about the investigation, conclusion, and any required corrective action.

The Director of Quality will be responsible for checking any response letters and issuing on behalf of the College to the complainant, as well as advising of any additional means of communication.

**4.7.** If the complainant remains dissatisfied, they may appeal in writing to a member of the Senior Leadership Team, not previously involved in the case, who will investigate further and respond within 10 working days (where further time to investigate is needed the manager will advise the complainant of this in writing and provide an explanation of the extension).

**4.8.** The Investigating Manager will be responsible for forwarding a copy of any correspondence or investigation findings to the Quality Administrator along with the conclusion of the complaint whether **upheld or dismissed**.

## **5. Compliments:**

**5.1.** Compliments should be made via the Compliments Form available on the TCG website or in person to an employee who will be expected to complete the web-based form on their behalf.

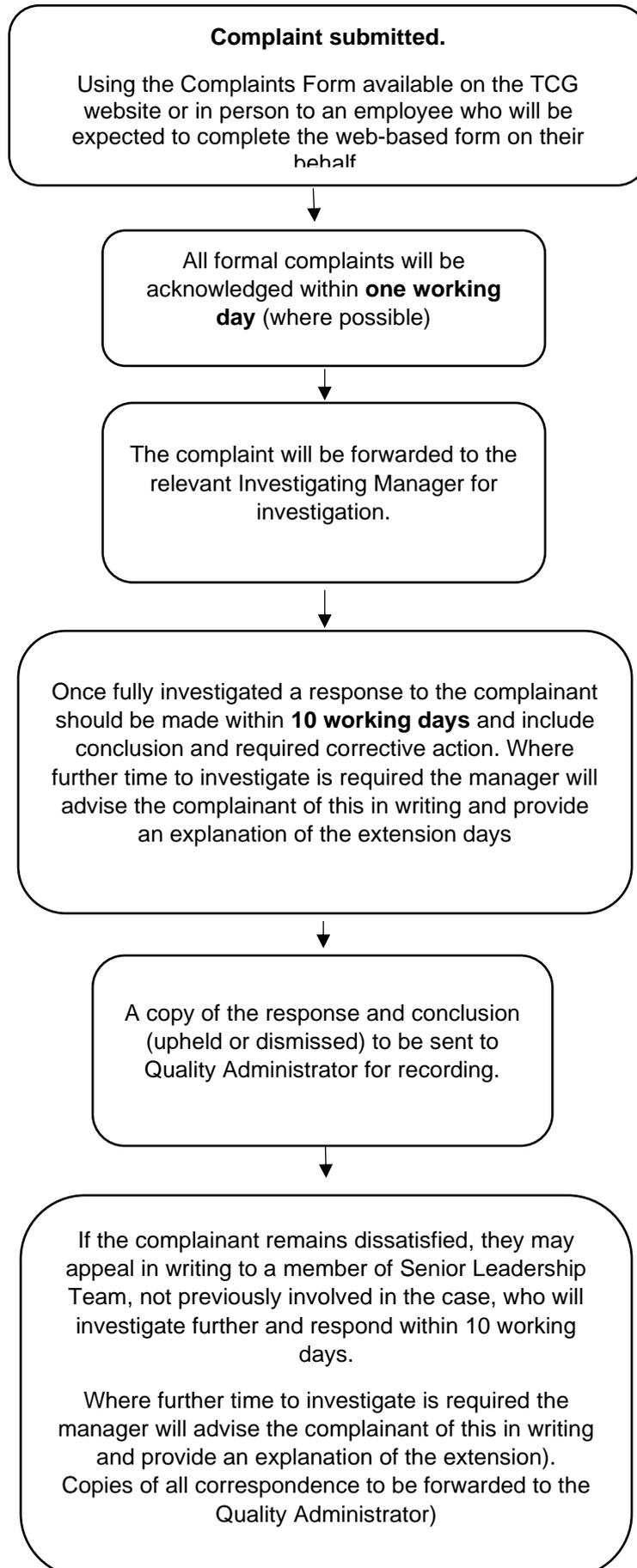
## **6. Incidents:**

**6.1** All incidents dealt with by an employee should be recorded via the appropriate Incidents Form available on TCG website. Where an incident is unresolved the Quality Administrator will forward the details of the incident to the relevant manager, who will respond to the incident and report back to the Quality Administrator within 10 working days.

## Appendix 1: Complaints Process

### TRAFFORD COLLEGE GROUP

#### Complaints Procedure



## Appendix 2: Complaints Form

(for illustration)



### TRAFFORD COLLEGE GROUP COMPLAINTS FORM

The Complainant - About You?	
<b>Title (Mr/Mrs/Miss/Ms/Other):</b>	
<b>Full Name:</b>	
<b>Email:</b>	
<b>Contact Telephone Number:</b>	

Do you want someone to support you? If so, who?	
<b>Full Name:</b>	
<b>Are you happy for us to speak with this specified person about your complaint?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>

How have you tried to resolve the issues so far?	
<b>Which employees have you raised your concerns with?</b>	
<b>When did you raise your concerns with them?</b>	
<b>What was the outcome of their consideration and why do you remain dissatisfied?</b>	

Summary of your complaint:

**What would you like to see as the outcome to your complaint?**

--

**Declaration:**

**I confirm that the information I have provided is correct to the best of my knowledge and I give my consent for appropriate employees of Trafford College Group to have access to the information provided in relation to this complaint.**

**Name:**

**Date:**

Data Protection and Privacy Statements are available on the TCG website.