



Swarthmore
friendly learning

Compliments and Complaints Procedure

Version:

Final

Author:

Director

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**Impact Assessment
Completed**

Yes

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September 2019

Equality Impact Assessment Form

The completion of the Equality Impact Assessment (EIA) will help us to ensure that our policies, procedures and practices do not discriminate or disadvantage people and also improve or promote equality.

In relation to: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

1. Please explain if you identified any inequalities or possible discrimination in the policy, procedure or practice?

No negative impact on any of the equality strands identified in the procedure.

The procedure sets out a process whereby people can offer compliments or make a complaint about services or a staff member.

The Director's Personal Assistant (PA) will keep a record of all formal compliments and complaints and the Director will report annually to the Management Team and the trustees.

Swarthmore will not discriminate against anyone making a complaint and in fact, will offer support via the Director's PA in order to remove any barriers to making a complaint.

All formal complaints will be analysed by the equality strands and appropriate action taken if necessary.

2. If identified, how have you changed the policy, procedure or practice to remove or mitigate the inequality or discrimination?

Not Applicable

3. Any follow up actions required?

Not Applicable

COMPLIMENTS AND COMPLAINTS PROCEDURE

1. PURPOSE

Swarthmore is committed to improving its service and welcomes and values feedback from all its stakeholders. The Compliments and Complaints Procedure is one of the ways in which the Centre monitors its performance and ensures that the quality of our service is enhanced.

2. SCOPE

The Procedure covers users of Centre Services including students, members of students' families or members of the public.

3. RESPONSIBILITY

The Director's PA is responsible for the administration and reporting of the processes as stated in this procedure.

Compliments will be acknowledged, recorded and circulated as appropriate.

When a complaint has been made, a member of Centre Management will be nominated to oversee the investigation of the complaint.

4. GIVING COMPLIMENTS

- 4.1 The Centre recognises that an individual student, a student's family member or a member of the public may wish to give recognition where the Centre has provided a high level of service. The Centre is always delighted to receive positive feedback and to share it with the Centre community. In addition to giving feedback directly to members of staff, you can also give feedback using the attached form which is available on our website. The form can be returned either by email or in person.

5. CAUSE FOR COMPLAINT

- 5.1 The Centre recognises that where an individual student, a student's family member or a member of the public feels that the Centre has not provided or met an expected standard of service it has a responsibility to treat that complaint seriously, to deal with the person making the complaint courteously, and to resolve the cause for complaint without any undue delay.

6. HOW TO MAKE A COMPLAINT

- 6.1. All students are encouraged to comment on the success of the learning experience organised by the Centre and individual staff. The Centre also welcomes constructive criticism of the teaching or service delivery the student receives.
- 6.2. The Centre guarantees that no student making a complaint in good faith about a member of staff will suffer in any way as a result of having made that complaint.
- 6.3. Students who have an informal complaint should in the first instance make it known to their Tutor or Curriculum Manager.
- 6.4. If the student decides to make the complaint formal this can be done by completing the attached form, which is also available on our website, and returning it either by email to carol.holmes@swarthmore.org.uk or in person. The form can also be

completed and submitted online.

7. WHAT TO EXPECT WHEN YOU COMPLAIN

- 7.1. Anyone making a Formal Complaint should expect to have that complaint taken seriously, to be treated with courtesy and the complaint be formally acknowledged within five working days.
- 7.2. While the time taken to resolve a complaint will vary, you should normally expect to have a response within ten working days of acknowledgement and thereafter to be kept informed of any progress.
- 7.3. Where it proves necessary to speak to you in person, you can be accompanied by a friend or relative.
- 7.4. Anyone making a complaint can be sure that it will not prejudice any future dealings with the Centre.

8. WHAT WILL HAPPEN TO YOUR COMPLAINT

- 8.1. The Centre will nominate a member of the Management team to oversee the investigation of the complaint. The nominated manager may ask to speak to you in person or over the telephone to clarify the nature of the complaint and will collect evidence from any member of staff or student involved.
- 8.2. Once the complaint has been investigated by the nominated manager the outcome of the investigation will be communicated to you.

9. APPEAL

- 9.1. Where the person making a complaint feels that it has not been adequately dealt with they may appeal, in writing, to the Director for a review of the decision, explaining the reasons for their appeal.

10. MONITORING AND REPORTING

The Director's PA will keep a record of all formal compliments and complaints and a report will be made annually to the Management Team and the Swarthmore Council.