

Complaints, Comments and Compliments Policy and Procedure

Lead manager: Director of Curriculum, Quality and Learner Services

Policy statement

The Company is committed to providing the best possible service for all of its learners, employers, visitors and partners. We do however acknowledge that learners and partners can at times feel dissatisfied and are entitled to have their concerns listened to and addressed. In such cases, the college wishes to respond quickly and effectively. Normally, learners are invited to raise their concerns in the first instance with the appropriate tutors, managers or services staff, as a complaint can often be resolved quickly and simply in this way. Employers should raise concerns with the Apprentice Learning Coach. However, if any stakeholders are not satisfied with the response made by staff, or do not wish to use this route, they may make a formal complaint instead.

The procedure for making a complaint is set out below and is also presented in a user-friendly guide, entitled: 'How to make a formal complaint, comment or compliment'. This is available from all reception points or can be emailed or posted to learners by reception staff, on request.

Where learners wish to register a comment or compliment, rather than make a complaint, they can do so by email or in writing, to: Complaints, Comments and Compliments (CCC) Department, Hill Dickinson Building 50 Fountain Street, Manchester, M2 2AS.

ccc.admin@accesscreative.ac.uk

The Complaints Policy & Procedure will be hosted on the Access to Music (Access Creative College) website:

<https://www.accesscreative.ac.uk/about/policies-procedures/>

Application

These procedures are primarily for the use of all learners (or their parents or guardians) of the college. In addition, they may be also used by any employers, visitors or partners who make permitted use of college services, facilities and premises. In most circumstances, any staff wishing to initiate a complaint should use other, appropriate HR procedures.

Procedure	Task Allocation
Complaints	
1. If a learner, their parent or guardian, employer, visitor or partner wishes to make a formal complaint, comment or compliment, they can complete a 'Complaint, Comment or Compliment Form', available at college reception points, as are CCC guides explaining the process. Learners, their parents or guardians, employers, visitors or partners may also submit a complaint, comment or compliment by letter. The complaint should be addressed to the Complaints, Comments and Compliments (CCC) Department. Complaints may also be submitted via phone call or email.	Learner/parent or guardian/ employer / visitor/ partner making a formal complaint, comment or compliment
2. If a complainant needs support in completing any of the forms, they should be referred to Student Support Services (within the Admissions department) for help.	Student Support Services
3. All formal complaints (including any sent by letter, email or via phone call) sent via reception are logged, and then sent to the CCC Manager for further action. Complaints addressed to the Managing Director are similarly logged and passed to the CCC Manager.	Reception staff; CCC Administrator;

4.	The CCC Administrator will send an acknowledgement letter to the complainant within five working days. Any complainants who specifically request the full CCC Policy and Procedures should also be sent this document. If a complaint has been submitted via email in the first instance, the CCC Administrator can confirm receipt of the complaint via email instead of a letter, and continue corresponding with the complainant via email, if this is the complainant's preference.	CCC CCC Administrator
5.	The CCC Administrator will check the log to ensure the complaint has not been raised previously. Directed by the CCC Manager, s/he will arrange for the complaint to be allocated to a named, lead investigator.	CCC Administrator; CCC Manager
6.	A copy of the customer's complaint form/letter/email/phone transcript, and any previous information pertaining to the complaint will be sent by the CCC Administrator to be investigated and resolved by the identified investigator.	CCC Administrator; CCC Manager
7.	Upon receipt of the complaint, the investigator will interview the relevant parties as appropriate, and examine any evidence (including student records data, email communications, or other written records, as appropriate to the complaint).	Investigator
8.	The investigator will also review any systems relevant to the complaint, to identify and recommend changes that would prevent a recurrence of similar complaints (preventive action).	Investigator
9.	The investigator may take advice from other internal and external agencies, as appropriate, in investigating the complaint.	Investigator
0.	The investigator might require access to sensitive personal data (under the Data Protection Act) in order to arrive at a sound conclusion. The investigator will handle such information with due regard to its sensitivity, only sharing it with any others who need to know it as part of the investigation. The complainant submitting a formal complaint should be aware that the above information will be made available under these conditions as part of an investigation.	Investigator
1.	<p>The investigator will endeavour to complete the investigation within 15 working days, and then issue a letter (or email if preferred) to the complainant, which summarises the conclusions or outcomes. This letter/email should also state that the investigation is both complete and now regarded as closed (using the wording in the sample letter/email).</p> <p>Note - If the investigation is found to be taking longer to complete, the investigator must send an interim letter or email to the complainant, summarising progress and ongoing action, within the said 15 working days.</p> <p>Copies of written responses must also be sent to the CCC Manager to inform the tracking process.</p>	Investigator
2.	If the complainant still regards the matter as unresolved, but presents no information meriting further investigation, the investigator then writes to advise the complainant of how to appeal (see sample letter/email).	Investigator
3.	<p>At the conclusion of the complaint, the investigator will return their report to the CCC Administrator, together with all other documentation relevant to the investigation.</p> <p>The CCC Administrator will retain all documentation relating to the complaint, such that it can be easily retrieved if required for an Appeal.</p> <p>The CCC Administrator reviews the returned documentation and, if complete, sends this to the CCC Manager to be signed off.</p>	Investigator; CCC Manager
Appeals		
4.	The complainant may appeal against a decision if they regard the complaint as still unresolved. The complainant should appeal in writing to the CCC Administrator within 15 working days from the date that the final response was sent by the college. The letter/email/phone call of appeal must indicate what the complainant's reasons are for appealing against the investigator's conclusions.	Complainant; CCC Administrator



5.	consider whether or not the investigation has been fair, sufficiently thorough, and proportionate in its judgements. It will not involve a re-hearing of the complaint, nor a meeting with the complainant unless the investigation is found to have been unsatisfactory and further investigatory work is required.	The CCC Manager will review the documentation, via an appeals panel if necessary. This review will	CCC Manager
6.	The decision of the CCC Manager/appeals panel will be sent to the complainant within 15 working days, and copied to the CCC Administrator.		CCC Manager
7.	If the complainant is still dissatisfied, they can write to the Skills Funding Agency. This should only be done after all stages of the college's complaints appeals processes have been exhausted.		
Complaint Reporting (office use only)			
8.	A complaint report will be prepared annually to review complaint trends by cause, site, ethnicity and disability. The complaint report will also be submitted to the CCC Manager at the end of each academic year for consideration.		CCC Administrator; CCC Manager
9.	Improvement measures recommended by the investigator will be shared by the investigator with the relevant managers, for action and/or to feed their self-assessment process.		CCC Manager; Departmental Heads
Compliments			
24.	Any compliments received verbally may be logged and, together with those received by letter, email or phone call, should be forwarded to the CCC Administrator. Details of compliments will be shared with relevant members of staff.		CCC Administrator