

Complaints and Compliments Policy

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Version	Author	Date	Type of change	Reason for change
3	Head of Quality & Professional Development	13.08.24	Replacement	New template Amendments to full policy Changes to job title 'Quality Manager' to Head of Professional Development Addition to the policy with a 'statement of authority' being included. Complaints form included in the appendices. Amends following consultation with DPO Vexatious or Malicious Complaints definition included.
4	Head of Quality & Teaching Excellence	17.09.25	Revision	Changes of Job Title Updates
5	Interim Head of Quality & Teaching Excellence	August 26	Revision	Policy and procedure put into separate documents Window for opportunity to complain made clear Roles & responsibilities clarified Data Protection Act & GDPR referred to explicitly

Complaints and Compliments Policy

1. Introduction

Craven College aims to provide an excellent service to all its customers but understands that sometimes things can go wrong. The College also recognises that students have a right to make a complaint or voice a concern, and the feedback may help staff and the College to learn valuable lessons and improve the quality of the service provided to students and the wider community.

Craven College welcomes feedback and takes all complaints seriously, whilst also valuing

compliments. We will act appropriately whenever complaints are received. The College takes the view that a complaint is an opportunity to improve our level of service.

2. Scope

This policy applies to compliments, complaints and feedback relating to the College's Further Education, Higher Education or Continuing Professional Development courses. The policy will also apply to complaints received from members of the local community or those who are affected by the College's activities. Complaints regarding assessment decisions, data protection and data breaches are beyond the scope of this policy. (Please refer to relevant policy in section 9).

All individuals should expect and receive fair and reasonable treatment during the investigation of a complaint by staff at Craven College. Decision making will be unbiased and transparent.

The College's cut-off limit to accept a complaint is 3 months after the date of an incident unless there is clear evidence that the complainant needed longer, in such cases the College is willing to consider these exceptions.

3. Roles and Responsibilities

- The Head of Quality and Teaching Excellence has overall responsibility for this policy
- The Head of Quality and Teaching Excellence has responsibility for reporting compliments and complaints to the College's Senior Leadership Team and Governing Board
- Heads of department and managers are responsible for ensuring that all staff are aware of this procedure.

4. Personal Data

- 4.1. Information held by the College in relation to a complaint will be treated in confidence, in line with the Data Protection Act 2018 and the UK GDPR. The complaint will not be discussed with third parties, unless consent has been granted by applicants or there is a legal obligation or safeguarding concern
- 4.2. If a crime has been committed, the College may share information with or refer the matter to the Police. This will be done in line with UK data protection laws.
- 4.3. Complainants have a right to access personal data held about them by the College by making a 'Data subject access request'. Information on how to do this can be found on the [College's website](#).

5. Compliments and feedback

- 5.1. The College welcomes feedback from all users and beneficiaries of the College's services. A compliment may be submitted for a member of staff, a team or a specific organisation.
- 5.2. Compliments will be passed on to relevant staff, their line manager and are used to identify areas of good practice and opportunities for development.
- 5.3. Compliments are used to enable service and individual developments, and employees will be recognised appropriately.

6. The College categorises complaints as informal or formal

6.1. **Informal Resolution / Mediation.** It is easier for the College to resolve complaints if individuals raise them as soon as they become aware of the issue, and directly to the service concerned. We advise individuals to talk to a member of staff within the area about which they are complaining in order to resolve issues as soon as possible.

6.2. **Formal complaints.** If a complaint cannot be resolved through informal resolution or the complainant remains dissatisfied, a formal complaint may be submitted following the College's Complaints and Compliments procedure. The complaint will be upheld or dismissed. The outcome letter will explain the reasons for the decision and, if necessary, any actions that will be taken. Once the complainant receives the outcome letter they will have 10 days in which they can appeal if they do not agree with the decision. Further information can be found in the complaints and compliments procedure.

6.3. **Right to Appeal.** The complainant may appeal against the outcome of the investigation if the initial complaint was not investigated following the procedure or if all of the available evidence was not considered by the original investigation.

7. Monitoring

7.1 The Head of Quality & Teaching Excellence will report complaints to the Senior Leadership team and Governing Board.

7.2 The Governing Board will monitor the effectiveness of the complaints procedure in ensuring that complaints are handled properly. Any underlying issues raised by complaints will be reviewed with the Principal where appropriate, and respecting confidentiality, will determine whether there are any improvements that the College can make to its procedures or practice to help prevent similar events in the future.

8. This policy will be reviewed by the Governing Board every two years.

9. Linked Policies

- [Fitness to study policy](#)
- [Zero-Tolerance-Policy](#)
- [Data Protection Policy](#)
- [FE Appeals Policy and Procedure](#)
- [HE Appeals Policy](#)