

WE WELCOME YOUR VIEWS

COMPLAINTS AND PRAISE POLICY

Stamford College prides itself on the level of service it offers to students, parents, carers, employers and the wider community.

We are committed to creating a College which provides high quality services. We welcome all comments and suggestions about the services we provide and aim to further develop good service standards or resolve concerns informally and quickly. Working in an open and accountable way allows us to build the trust and respect of all customers: learners, employers and the community in general.

If you have a concern or complaint:

Please contact the College to tell us about it. Our staff will be happy to talk with you to try to resolve matters informally and quickly. If your concerns cannot be satisfactorily resolved informally, then you can make a formal complaint.

How to make a complaint:

Complaint forms are available at the main College Reception, alternatively via our website at:

<http://www.stamford.ac.uk>

Alternatively, you may prefer to make the complaint by letter or email. Your complaint should be sent to:-

Matt Shough
Assistant Principal Quality
Stamford College
Drift Road
Stamford
PE9 1XA

Email: qualityimprovement@stamford.ac.uk

College response to complaints

We will do everything we can to resolve your complaint and make sure that the problem does not happen again. All complaints are recorded, monitored and reviewed, alongside other forms of feedback.

Policy No. 42

On receipt of your complaint the Quality Department will:

- acknowledge the complaint in writing within 2 working days (if not resolved within this time period).
- forward to the person responsible or appropriate member of senior management team for the service provision, who will then investigate the complaint.
- refer the complaint to an appropriate member of the Senior Leadership Team.
- advise the College's HR department, if the complaint involves a member of staff.
- ensure the person responsible for the service provision provides a resolution to your complaint within 10 working days of receipt of your complaint. Where this is not possible, especially if the complaint is complex or during student holiday periods, we will let you know and keep you informed of progress.
- the response and recommended actions will be advised by letter.

If you are not satisfied with the outcome of the complaint:

If you are not happy with the response to your complaint, you have the right to appeal within 10 working days of receipt of the original resolution letter.

Your appeal will be referred to the Vice Principal and acknowledged within 2 working days. Your complaint will be investigated further and a formal response will be made within 10 working days, this may be longer in exceptional circumstances.

If you are still not happy with the response to your complaint, you should contact the appropriate external body/organisation within 3 months.

Vexatious, malicious, frivolous complaints

If the investigation of any complaint reveals the allegation to be vexatious, malicious, frivolous or untrue in nature the College reserves the right to dismiss the complaint. The complainant will be notified of this decision in writing as soon as possible. A vexatious or malicious complaint is defined as a complaint which patently cannot be substantiated or which has been made to defame the name and character of another person. Examples of frivolous and vexatious complaints include:

- i. Complaints which are obsessive, harassing or repetitive
- ii. Insistence on pursuing non-meritorious complaints and/or unreasonable outcomes
- iii. Insistence on pursuing meritorious complaints in an unreasonable manner
- iv. Complaints which are designed to cause disruption or annoyance.

IMPACT ASSESSMENT:

This policy has been assessed and considered for impact upon people who share the following protected characteristics and factors: race, gender and gender identity, disability (including learning difficulty),

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[Redacted]

religion and belief, sexual orientation, age, pregnancy, maternity and marital status.

EQUALITY IMPACT ASSESSMENT SUMMARY:

[Redacted]

This policy has been impact assessed and has identified the following:

- Negative impacts (N)
- Appropriate actions/mitigations to address the negative impacts have been put in place (N/A)
- Positive impacts (Y)

For further detail of the impacts and associated actions, please see the EIA which is attached to the filed copy of this document.

LINKED POLICIES:

[Redacted]

MONITORING PROCEDURE:

[Redacted]

RESPONSIBILITY:

[Redacted]

Assistant Principal Quality

Complaints and Praise Process

