



ADULT EDUCATION WOLVERHAMPTON

Compliments, Concerns and Complaints Policy and Procedure

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Purpose

Adult Education Wolverhampton are committed to providing a high standard of services for all of our users taking into consideration their views and using this information to improve and develop the quality of our service.

This document details how Adult Education Wolverhampton manages and responds to compliments, concerns and complaints.

A compliment, concern or complaint may be made by a student, prospective student, parent, employer or any interested party.

Responsibilities

- All staff have a responsibility to follow this policy and procedure.
- Overall responsibility for ensuring the procedure is followed lies with Student Services Manager.

Compliments

We welcome compliments about what has worked well and when a good service has been received. Student Services will ensure that the person, department or service is made aware of your compliments.

Complaints

A complaint is an expression of dissatisfaction about Adult Education Wolverhampton's action/lack of action or about the standard of service provided.

Raising concerns are helpful to solve problems quickly rather than investigating and substantiating claims. They seek agreement and shared understanding of how to avoid problems in the future.

A concern is usually made when:

- someone wants to complain
- the allegations are less serious
- there is a chance of quickly stopping the problem before it develops
- the individuals involved are likely to have an ongoing working relationship

Formal complaints are for substantiating a complaint with evidence, or at least bringing the staff involved together to try to reach a satisfactory outcome for all.

Formal complaints are usually appropriate when:

- the person complaining wants to do it formally
- informal attempts have failed
- the allegations are serious

How to raise a concern

If someone has a concern it should initially be raised with a member of staff. Staff must take every opportunity to resolve the concern informally and forward full details to Student Services at enquiries@aes.wolverhampton.gov.uk or 01902 551658.

To raise a concern, they can also contact a member of staff from Student Services located in the Foyer Building (Wolverhampton, WV2 1AZ).

No one will be treated less favourably by raising a concern or making a complaint. In the event that anyone feels they have been treated unfairly, it will be taken seriously and staff disciplinary procedures will be followed if appropriate.

Any malicious complaints received in any form will be dealt with in line with behaviour management and disciplinary process through the student conduct policy and procedure or if an informal resolution is not possible, a complaints form should be completed by the service user/student (with the assistance of a member of staff if required) and sent to Student Services. If the complaint is received by telephone or email, the member of staff can record the details on behalf of the complainant and send it to Student Services.

The outcome will be communicated by their preferred method of contact (where possible)

How to make a formal complaint

If someone is not happy with their experience with us, we want to know.

There are a number of ways to make a complaint to us:

- In writing by completing the compliments, complaints and suggestions form available from reception or Student Services
- By emailing enquiries@aes.wolverhampton.gov.uk
- Telephone - 01902 551658

If a complaint is on behalf of another person, we will need their permission before we can disclose any information.

For parent(s)/guardian(s)/ward(s) acting on behalf of a dependant, permission obtained as part of the college enrolment process will be considered.

We will need as much information as possible, for example:

- Name (and the name of the person you are representing, if applicable)
- Date of birth
- Contact details
- Course (if applicable)
- Full details of complaint/compliment/suggestion (i.e. dates/names of people involved)
- Details of what has gone wrong and how we can correct it

We will ask for equality and diversity information, for example gender and ethnicity. Providing these details helps us make sure all people are treated fairly.

An investigation may not be possible or could be limited for anonymous complaints, depending on the amount of information provided.

Adult Education Wolverhampton staff have the right to work in a pleasant and safe environment and any violent or abusive behaviour towards them will not be tolerated.

Formal complaints process

There are two stages to Adult Education Wolverhampton's formal complaints process. We aim to resolve all complaints received at stage one. We investigate complaints thoroughly and objectively and they are regularly monitored by the Student Services Manager.

What will happen with your complaint?

Stage 1

- Complaints are logged within two working days of receipt by Student Services.
- The complaint will be acknowledged within five working days.
- The complaint will be allocated by Student Services.
- An investigation will take place and we aim to resolve the complaint and communicate the outcome within ten working days. However, some complaints may take longer. Where this is the case the approximate timescale for a resolution (dependant on the complexity of the issues raised).
- Once the appropriate area has drafted their response this will be forwarded to the Student Services Manager to ensure consistency and accuracy in our approach to complaints.

We will identify actions from complaints received to improve and develop our service.

Complaints appeal process

Stage 2

If the outcome does not meet expectations, an appeal can be made against the decision within twenty working days of our response. We will acknowledge the complaint within five working days. The complaint will be investigated by a panel of three individuals appointed by the Student Services Manager who will review what has happened and hear details of the appeal. The panel meeting will take place within thirty days of your appeal. A full response will be sent within five days of the panel meeting.

Education and Skills Funding Agency (ESFA)

Stage 2 is the final stage of Adult Education Wolverhampton's complaints procedure. If the outcome is still unsatisfactory, contact the Education and Skills Funding Agency (ESFA) within three months of the appeal decision using the contact details below:

Ministerial and Public Communications Division

Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

Email: sde.servicedesk@education.gov.uk

An acknowledgement will be sent to confirm the complaint within three working days.

How to make a suggestion

Many of the best ideas for improving our service come from students. To make a comment or suggestion about Adult Education Wolverhampton or on how Adult Education Wolverhampton can improve either speak to the Student Services team or complete a views, comments and suggestions form available from reception. Adult Education Wolverhampton welcome your thoughts and ideas. We will give updates about action we take. If we cannot take any action, we will let you know why.

To request a copy of this document in an alternative format such as large print please contact Student Services