

TITLE	REF	VERSION
Compliments, Comments and Complaints Policy	CP001	10.0
APPROVAL BODY: [as per policy register]	DATE	REVIEW DATE
Corporation	October 2023	October 2024
LEAD PERSON	Group Head of Governance and Compliance	
EQIA DATE	October 2023	



decide the best course of action in line with our internal management procedures. They will not receive an outcome or any further update regarding the complaint. However, HR may make contact to obtain further information.

If the complaint is about a partner organisation, including another provider delivering on behalf of Activate Learning, it may be dealt with under their complaints policy if this is appropriate.

If the complaint is about parking which is overseen by UKPS, the complaint will be dealt with by them via

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If the complaint is about an awarding body, the complaint will be directed to the relevant organisation.

If the complaint is best addressed under a different Activate Learning procedure, the complainant will be advised of the procedure they need to follow and how to initiate the next steps

If the complaint relates to assessment and/or examination procedures, this will be dealt with under the relevant Academic Appeals procedure.



- Oversight of the independent verification of complaint outcomes

Group Administration are responsible for

- Logging compliments, comments and complaints centrally
- Administration of the complaints procedure and monitoring compliance with the procedures.

The Group Head of Governance and Compliance is responsible for

- Monitoring and reporting on emerging themes and learning points and reporting to the Chief Operating Officer on key trends.

All staff are responsible for

- Forwarding any Compliment, Comment or Complaint to Group Administration for logging
- Participating in any investigation relating to a complaint
- Taking actions for improvement as agreed.

## 6. Policy Commitments

Customers are able to provide feedback via a feedback form on the Activate Learning website, by emailing/writing or speaking to us directly, or by participating in one of our surveys, focus groups or feedback

