



ACTIVATE

TITLE		REF	VERSION
Compliments, Comments and Complaints Procedure		CP001	10.0
DEPARTMENT	Group Administration		
DATE	October 2023	REVIEW DATE	October 2024

## CUSTOMER COMPLIMENTS, COMMENTS AND COMPLAINTS PROCEDURES

### Procedure Statement

The following four procedures are for customers and staff to support the implementation of the Compliments, Comments and Complaints Policy.

- Compliment, comment, or complaint procedure
- Complaints Appeals Procedure
- Complaints against the Corporation Board Members and Clerk Procedure
- Data Protection Complaints Procedure

These enable any member of Activate Learning to capture compliments, comments, and complaints in a consistent format to ensure that good practice is acknowledged and celebrated and that complaints are resolved quickly and satisfactorily to enable the group to monitor customer satisfaction and make continuous improvements.

A compliment, comment or complaint can be made via our website at <https://www.activatelearning.ac.uk/contact-us/customer-feedback/>

### Compliment, comment, or complaint procedure

Compliment, comment, or

### **Further investigation is required**

- If a quick resolution is not possible due to the nature of the complaint, it will be subject to further investigation.
- If the complaint includes more than one student, this will be dealt with as a group complaint. The elected spokesperson of the group will be given a reference number to pass across to the other complainants. They will then be required to give their consent, within three working days, via an online form quoting the reference number to be considered to be a part of the complaint. All communication, including the outcome, will be done via the spokesperson who has the responsibility to communicate forward to the rest of the group.
- If the complaint is about a staff member it may be dealt with under our HR procedures if this is deemed more appropriate. If this is the case, the complainant will be informed that this is being dealt with in line with our internal staff disciplinary policy and that there will be no further information provided to the complainant after that point.

### **Information gathering**

- The investigating manager will attempt to discuss the content of the complaint raised with the complainant, if not already done so, to fully understand the matter before moving forward. The investigating manager will then gather information relating to the complaint to get a full picture and understanding of the situation. This may include interviews with students and staff, obtaining statements or liaising with other departments.
- If the investigating manager is unlikely to resolve the complaint within **15 working days** of the acknowledgement, the complainant will be informed of progress together with expected timescales for resolution.

### **Formalise outcome**

Following the conclusion of the investigation, an outcome to the complainant, unless the complaint was about staff conduct as outlined in the policy, will be sent within **15 working days** of the investigation notification, which will include the outcome of the investigation.

An internal verification step to ensure that complaint handling and outcomes are fair and consistent is

Compliment, comment or complaint is received

Details logged centrally





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**Stage 2 appeal – Further Education, Apprenticeships, Higher Education students registered with Pearson, including those studying a Higher National award as part of a Higher Apprenticeship.**

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the relevant partner University procedures, details of which are provided in the relevant programme handbook and appropriate University website. Following the outcome of the appeal, the University will issue a Completion of Procedure letter. If the complainant remains unsatisfied with the outcome of their appeal, they can progress their complaint to the Office of the Independent Adjudicator who will also require a copy of the Completion of Procedure letter.

## Complaints against the Corporation Board Members and Clerk Procedure

### Step 1 – Complaint is received

When a student or customer expresses dissatisfaction with a member of the Corporation Board or the Clerk through via email at [clerk@activatelearning.ac.uk](mailto:clerk@activatelearning.ac.uk), this is regarded as a complaint.

The complaint will be acknowledged within **seven working days** and will be referred to one or more of the following

- the Activate Learning Audit and Risk Committee;
- one or more Board Members;
- a person (nominated by an external sector body) who has substantial experience of college governance;

provided in each case that they have not been involved in matters relevant to the complaint.

### Step 2 – Information gathering

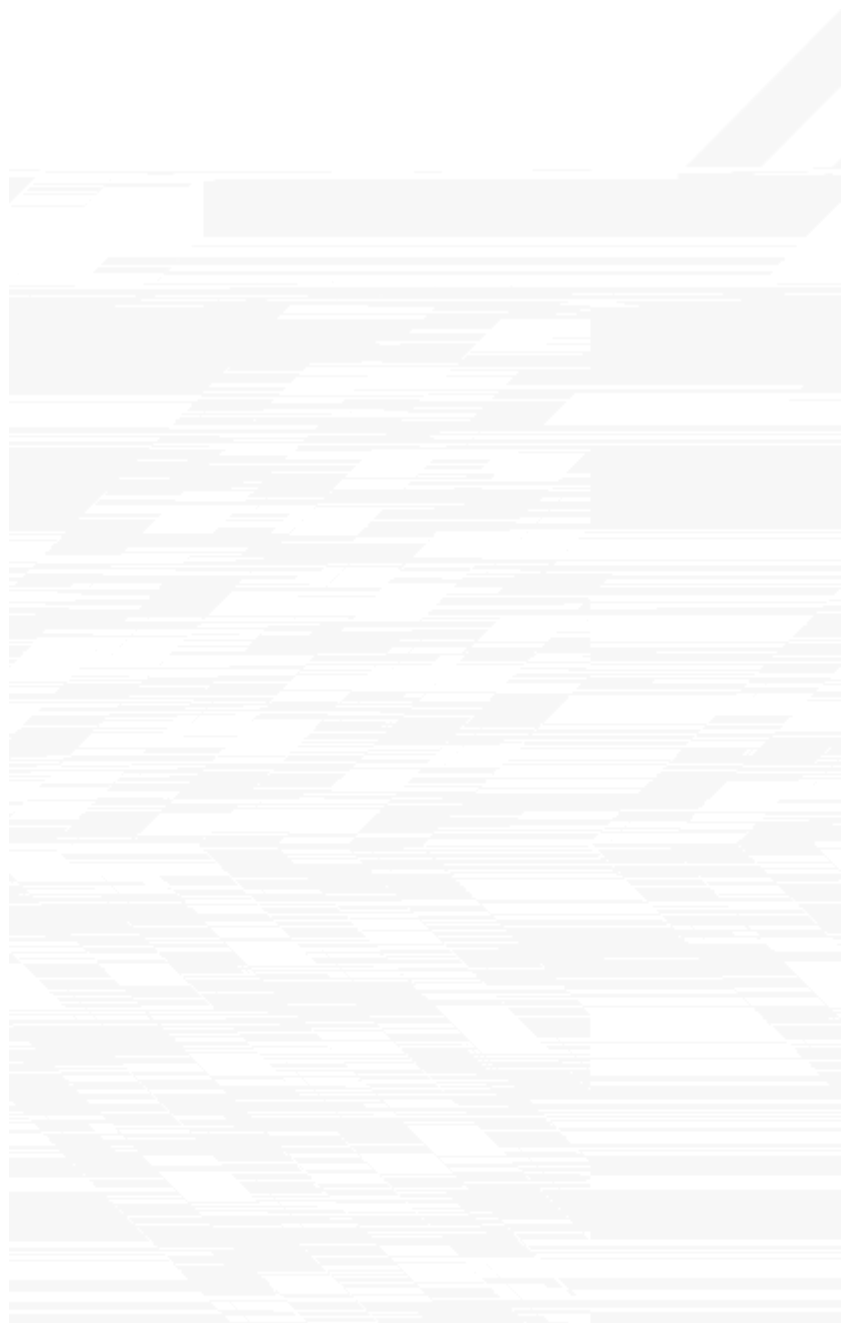
The investigating person will consider the complaint and if necessary, in order to determine disputed issues of fact, interview the complainant and the subject(s) of the complaint. They may refer issues to the relevant auditors (external and/or internal) or other independent advisers as appropriate.

### Step 3 – Formalise outcome

The investigating person will produce a written report of their findings in relation to the complaint and provide the complainant and the Corporation (or subsidiary Board, where relevant) with a copy of such report as soon as possible. In any event, they shall produce an interim report **within 28 days** of

## **Data Protection Complaints Procedure**

### **Step 1 – Complaint is received**



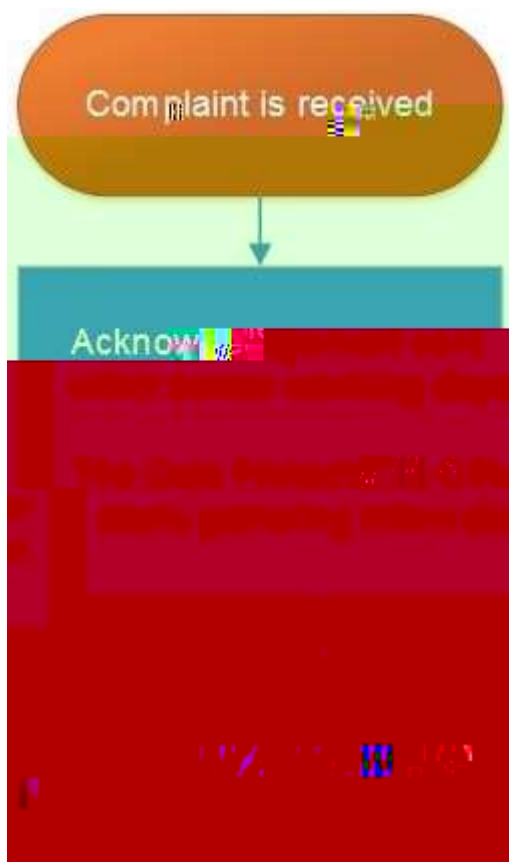




data protection obligations has occurred, whether any risk or damage to the subject has arisen as a result and, where relevant, what mitigations have been enacted in order to prevent further damage or distress to the data subject.

### Step 3 – Formalise outcome

Once the investigation has been concluded, the investigator will make a written report of the findings to the complainant **within 28 days**. This will outline the investigation process and conclusions and, where relevant, any resulting action that has or will be taken. Where appropriate, the complainant may be offered the opportunity to discuss the matter with the investigator; any appeal shall be referred to the Information Commissioner's Office.





themselves of the opportunity for an independent review by the OIA must submit their application within 3 months of the issue of the Completion of Procedures letter.

Education Funding Agency

Education Skills Funding Agency (ESFA)

Students up to the age of 18 years

The ESFA can investigate complaints about quality or management of learning provision, undue delay or non-compliance

[www.gov.uk](http://www.gov.uk)

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## References

- Student Behaviour and Disciplinary Policy and procedures
- Education Act 1996
- Article 8 of the European Convention on Human Rights
- Search procedure
- Health and Wellbeing policy
- Bullying and harassment procedure
- Admissions Policy
- Criminal convictions procedure
- Use of force and restraint procedure
- Incident and Investigation procedure
- Safeguarding and Child Protection Policy
- Accommodation Policy
- Residential accommodation student code of conduct