



Cheshire College
South & West

Further Education (FE) Complaints & Compliments Policy (Learner)

Key Information	
Policy Reference Number	CCSW – FECP
ELT Post Responsible for Update and Monitoring	Vice Principal – Innovation, Curriculum and Quality
Published on Website	Yes
Date approved by ELT	07 March 2023
Date Approved by Governor's Committee (if applicable)	14 March 2023
Date of Next Policy Review	27 February 2026

1 Introduction

- 1.1 This policy provides a procedural framework for learners to raise complaints and compliments.
- 1.2 The College welcomes the chance to celebrate compliments from learners and share these internally and externally.
- 1.3 The College welcomes the chance to investigate any circumstance where a learner feels the College standards have failed to meet expectations. If, through investigation, information comes to light of an error or poor judgement, unfair or irregular action, the College will endeavour to use a common sense approach when judging the appropriate course of action.
- 1.4 The College will make every effort to correct any circumstances found to disadvantage a learner and take action to ensure there is no repeat of the same circumstance so far as is practicable.

2 Scope

- 2.1 This policy will not discriminate either directly or indirectly against any individual on the grounds of gender, race, ethnicity or nationality, sexual orientation, marital status, religion or belief, age, disability, socio-economic status or any other personal characteristic. This policy covers all learners on Further Education courses. This policy does not cover students on Higher Education courses. Any complaints regarding Higher Education courses need to follow the HE complaints procedure.

3 Complaints and Compliments

- 3.1 Complaints and Compliments are important to the College, as they assist with the continuous improvement of College services.

4 Compliments Process

- 4.1 The following provides a step-by-step guide as to the process of submitting a compliment for learners on Further Education courses.
- 4.2 **Stage 1 (Informal)** The College would expect most compliments to be received informally from the learner to the teacher or manager. To ensure compliments are recorded centrally the staff member is required to email the compliment to the PA to the Principal and Chief Executive.
- 4.3 **Stage 2 (Formal)** A learner is able to submit a compliment formally to the College in writing. This may take the form of a letter or email and a template can be found on Annex B.

5 Complaints Process

- 5.1 The following provides a step-by-step guide as to the process of submitting a complaint for learners on Further Education courses. In addition, a flow diagram is available at *Annex A* detailing the complaints process.
- 5.2 **Stage 1 (Informal)** The College would expect most minor complaints to be dealt with informally with the manager concerned. If the learner feels the matter has not been resolved, the following policy applies when issues cannot be resolved by informal arrangements.
- 5.3 **Stage 2 (Formal)** For a complaint to be considered as a formal complaint it must be submitted to the College in writing. This may take the form of a letter or email, but the College preference is for the attached form to be completed (*Annex B*). In exceptional circumstances the College is prepared to accept a complaint over the telephone whereby a College administrator receives dictation from the complainant. In such circumstances the complainant will be asked to make clear the specific nature of the complaint.
- 5.4 A complaint must be made as soon as reasonably possible and in any event within six weeks of the event that gave rise to it or, if the complainant is a learner at the College, within six weeks of the end of the course. The College may extend this time limit if it would have been unreasonable for the complaint to be made earlier or

there were extenuating circumstances which prevented the complainant from making the complaint earlier, if it is still possible to investigate the facts of the case.

5.5 In submitting a complaint, the College requires:

5.5.1 name, address and appropriate telephone numbers; and

5.5.2 an explanation of the complaint

6 Submitting a Complaint

6.1 The attached complaint form should be completed. A learner/apprentice under 18 years old may wish a third party to handle the complaint. This can be a relative, friend or nominee. Complaints should be emailed to complaints@ccsw.ac.uk

6.2 As an adult, over 18-year-old, the College expects the complaint to be submitted in person. However, the right to nominate a third-party representative is accepted and this must be made in writing stating the representation/individual acting on behalf of the complainant.

6.3 The College will acknowledge the complaint within 5 working days and the complainant will receive a full response within 15 College working days of receipt of the acknowledgement.

6.4 **Stage 3 (Appeal)** The College would hope to resolve the complaint, however, if the complaint has not been resolved to the satisfaction of the complainant, then they have the option of referring the complaint to the Principal. If the complainant wishes to appeal, they have 5 working days from receiving a full response to the complaint to submit the appeal.

6.5 **Stage 4** If the complaint is about the Principal or a member of the governing body, the complainant should write to the Clerk to the Board.

6.6 **Stage 5 (External)** If the complainant has exhausted the College complaints process and remains dissatisfied, then they have the following options depending on the nature of the complaint.

6.7 For **Further Education** learners/apprentices, should the complainant have exhausted the College processes, they can complain to complaints.esfa@education.gov.uk, or put the complaint in a letter to:

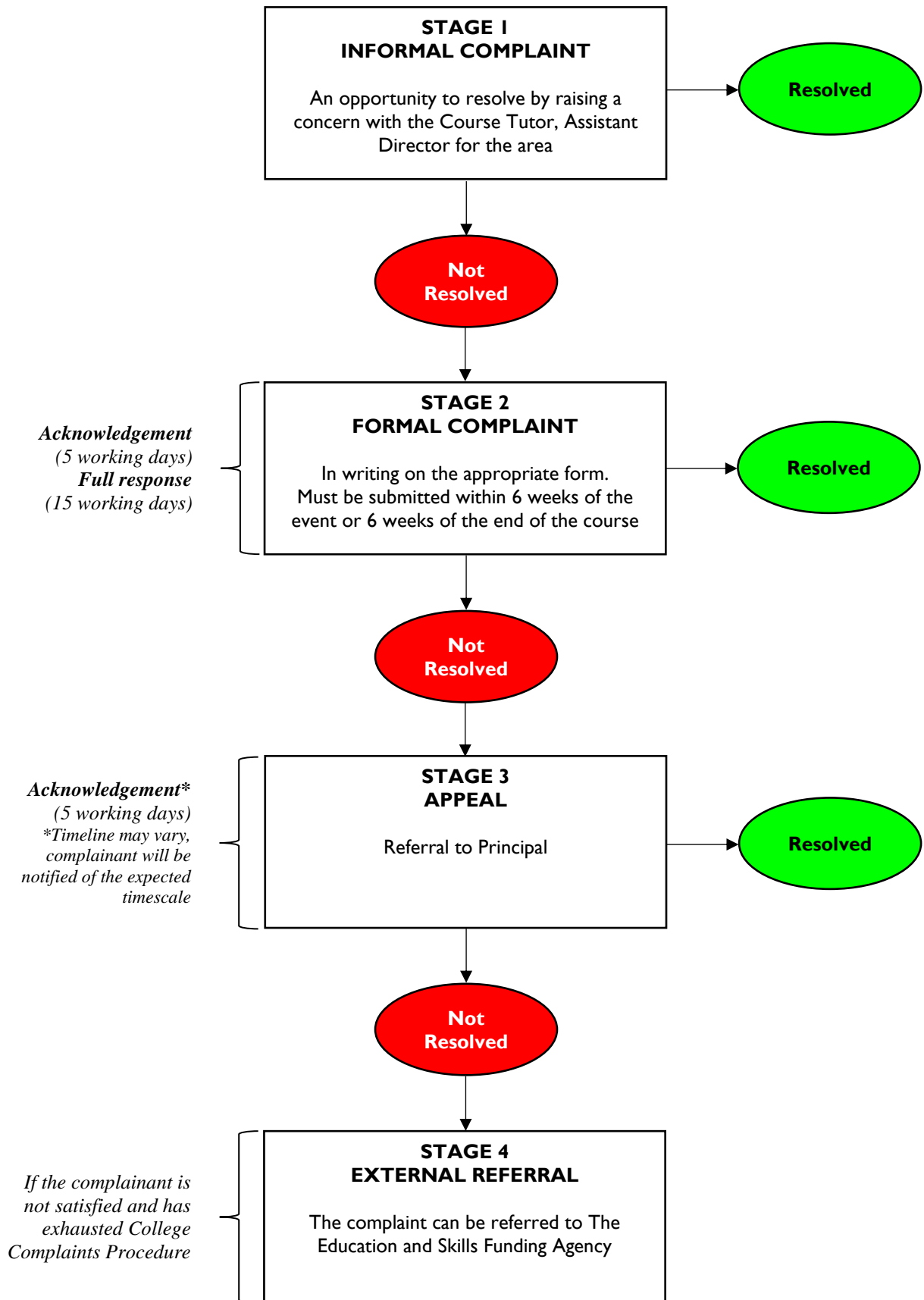
Customer Service Team,
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

6.8 Any complaints regarding the Starting Point Nursery need to follow the Starting Point Nursery complaints procedure.

6.9 If the College complaints process as described has been exhausted than it may be possible to complain to Ofsted's Complaints committee outlining the nature of the dissatisfaction.

Email: enquiries@ofsted.gov.uk
Contact Tel No: 0300 123 4666

Annex A. Further Education Complaints Diagram



Annex B.

FE Complaint/Compliment Form

Complaint/Compliment Number :
(For office use only)

Are you raising a Complaint or a Compliment? :

Name :

Address :

Telephone Number :

E-mail Address :

Course Details :

If a third party is acting a representative, please provide details :

Do you believe you complaint/compliment is directly related to one of the protected characteristics lists? :

- Ethnic or racial groups
- Gender
- Disability (Including learning difficulty, cognitive impairment)
- Mental Health (Including wellbeing)
- Age
- Sexual orientation
- Religious belief
- Socio-economic status
- Transgender or transsexual
- Pregnancy and maternity

Details of Complaint/Compliment?

