



Joint Agreement on Policy Guidance for the Complaints and Compliments Procedure

Between

Stratford-upon-Avon College

And

University and College Union (UCU)

UNISON

December 2011

1. Introduction

Any member of staff, regardless of age, race, gender, religion and belief, sexual orientation, gender reassignment, marriage or civil partnership, pregnancy and maternity or disability, who receives either a written or verbal complaint or compliment from whatever source must follow the process set out in this procedure.

2. Purpose

The purpose of this procedure is to ensure that all complaints are recorded and investigated and that corrective and preventive action is undertaken when appropriate. Compliments received by members of staff will also be recorded. Both will be reviewed annually with a view to monitoring and identifying common or recurring trends.

3. Procedure

3.1 Definition

A complaint is defined as an expression of dissatisfaction by a student, parent, employee as a user of College facilities, other users of College facilities or anyone else with an interest in the College is dissatisfied with:

- a. the standard of service provided by the College;
- b. lack of provision of a service;
- c. actions or lack of action of an employee of the College.

They are entitled to both express that dissatisfaction through this Complaints Procedure to the College and to expect that complaint to be considered fairly.

3.2 Responsibility

Where possible complaints should be dealt with to the satisfaction of the complainant immediately. If this is not possible then the complaint should be dealt with as a formal complaint.

The College will maintain a central formal complaints register, regularly monitored by the Principal's Personal Assistant, in which all formal complaints will be logged.

Formal complaints, however made, must be recognised, acknowledged and recorded. Complaints may be made to any employee or Governor of the College or in writing to the Principal stating the nature of the complaint.

Every member of staff is responsible for operating this procedure and they will pass details of the complaint promptly to the Principal's Personal Assistant, who will acknowledge receipt within two working days.

The complaint will be passed to an appropriate Deputy who will be responsible for:

- a. investigating the cause;
- b. checking the adequacy of any action already taken;
- c. ensuring the problem is promptly and properly dealt with; and
- d. initiating any long term corrective action to prevent reoccurrence.

The complainant should receive notification of the outcome of the investigation within ten working days of acknowledgement. Should it prove necessary to go beyond that time, the complainant will be informed of the reason and given a revised deadline.

When appropriate, there should be a follow-up to a complaint to establish if the dissatisfaction has been resolved. Complainants have the right of appeal to the Principal if they remain dissatisfied or to the Chairman of the Corporation if the complaint is either against the Principal or was investigated by the Principal. Complaints against the Deputy Principal are referred to the Principal.

The number and causes of complaints will be reviewed annually by the College Executive and an annual report made to the Corporation.

4. Compliments

4.1 Definition

A compliment is defined as an unsolicited communication received from an outside source praising an aspect or individual of the College.

4.2 Responsibility

On receipt of the compliment, the member of staff will pass details of the compliment to the Principal's Personal Assistant who will record details of the compliment and report these annually to the College Executive and, in summary form, to the Corporation.

Compliments relating to aspects of governance of the College should be passed directly to the Clerk to the Corporation who will refer the matter to the Chairman of the Corporation as appropriate.

Status and Recognition

- 1 This policy and procedure should not be read in isolation, but cross-referenced with all relevant employment guidance.
2. The parties agree to use their best endeavours to ensure that the terms and spirit of this agreement are honoured at all times.
3. This policy and procedure will be reviewed annually.
4. This policy and procedure will be in effect from the date identified below.

Agreed by the Corporation of Stratford-upon-Avon College, UCU and UNISON

Signed:
(print name) Chair of Corporation Stratford-upon-Avon College

Signed :
(print name) UCU Branch Secretary

Signed :
(print name) UNISON Branch Secretary

Date of Policy and Procedure: December 2011

Date to be Reviewed: December 2014

Impact Assessment

The College's Impact Assessment Monitoring Committee reports to the Equality and Diversity Committee, and makes recommendations on Impact Assessments relating to the College's policies and procedures. In particular the Committee:

- Reviews the Impact Assessment of all College policies and procedures make recommendations for amendment.
- Highlights areas identified as causes for concern, set targets for improvement and monitor progress.
- Contributes to the self-assessment and action planning of equality and diversity across the college and monitor progress towards meeting targets within the action plan.

This policy and procedure has been impact assessed in accordance with the above:

By: RACHEL FENWICK, HR ADVISOR
NICOLA BEIGHTON, HR ADVISOR
Checked By: JENNY WHITE, HR ADVISOR

On: 7 NOVEMBER 2011

Upon request this procedure can be made available in different formats.