OXFORD & CHERWELL VALLEY COLLEGE

Policy documentation

Page 0-	Policy summary
Page 00 -	Policy Reference & Information
Page 1- onwards	Policy Details
Appendix-	Procedures if attached

Policy summary document (one side A4 only)

Policy name	**Comments, Suggestions and Complaints**
Policy ref no.	A e)1 the
Approved by	SMT Date: 27th April 2004
Main points of policy (bullets)	• All comments, suggestions and complaints welcome in any format • 'FEEDBACK' forms available in libraries and receptions • Acknowledgement of complaint within 48 working hours • Response with resolution or update on progress within 10 working days of acknowledgement • Appeals process against response available • Appeal is to a member of the Executive Management Team • Employer complaints are monitored by Employer Services
List of associated procedures (bullets)	• Feedback form and associated documentation • Staff guidance • Flow chart for employer complaints process. • Employer Complaint Record (ECR)
Responsible SMT Person	AP Quality & Standards
Staff groups implementing policy	All Staff
Location	All sites
Review date	July 2008
Other associated policies	Appeals procedure for assessment is contained in the 'Assessment and Internal Verification plus appeals policy'.

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Section A - Policy reference

Policy category	Policy section	Policy reference number
Learner	e) Quality Improvement	A e)1

Section B - Policy Information

New policy?		Or a revised policy?	X

To be completed by Originator

Title	**Comments, Suggestions and Complaints**			
Responsible person (originator and disseminator)	AP Quality & Standards			
Effective from	1st February 2007			
For action by (which sections of college staff)	All Staff			
Dissemination process and timescales	• Training by Quality Standards Manager of all administrators of SMT members plus front of house staff • Agenda item at SMT • Summary in student handbook • Leaflets and feedback forms at all receptions and in all libraries			
One page summary completed	Yes			
Review date	1st July 2008			
Outcome of review	Major ?		Minor ?	
SMT Policy Group decision needed?	Yes		No	

To be completed by Quality Improvement Unit

Approved on	*27th April 2004*
Approved by	*SMT*
Legal check needed?	*no*
…….completed? date?	
Public version website needed?	*Leaflets can go on public website*
……..completed? On website……..? Date……...?	*Not yet*
Compliance with Data Protection checked	*n/a*
Disclosure timescale under FOI agreed by VP Strategic Finance & Planning, College FOI named person.	*Immediate*

Comments, Suggestions and Complaints

Equality and diversity statement

It is the policy of Oxford & Cherwell Valley College to recognise and encourage the valuable and enriching contribution from all who work and learn here and the rights of all individuals who come into contact with the College such as prospective students and job applicants.

We believe that people from a range of backgrounds and experiences can enhance the life and development of the institution and that all individuals should be treated on the basis of individual merit and without prejudice. The College will, therefore aim to provide an education service which actively promotes equality of opportunity and freedom from discrimination on grounds of age, cultural background, class, disability, ethnicity, gender, religion or sexual orientation in both education and employment. We will strive vigorously to remove conditions which place people at a disadvantage and will actively combat bigotry and discrimination. The College expects all employees, students, and associated partner organisations to adopt this policy.

Section C – Policy details

1.0 Background
The college values highly feedback from all its customers and recognises the value of feedback in the continuous improvement process.

2.0 Scope of the policy
The policy covers all comments, suggestions and complaints whoever they are made by and whether they are informal or formal, verbal or written and whoever they are sent to or whoever in the organisation takes them.

3.0 Definitions
Formal complaint – a complaint that the complainant asks to be made formal or which, by the nature of the presentation of the complaint e.g. letter to Principal, it is clear that it is a formal complaint.

4.0 Structure of the policy
This policy consists of the following parts:

- Policy statement
- Documentation
- Two sets of information for customers. One for employers and one for other customers.
- One set of guidelines for staff that deals with all customers

5.0 Policy Statement

POLICY STATEMENT

Oxford and Cherwell Valley College is committed to providing high quality services for all its customers. Where a customer feels that this service falls below the standard they expect, they have a right to make a formal or informal complaint. The College commits to responding and resolving all complaints within the specified time scales to the best of its ability. Should a complainant not be satisfied with the resolution proposed, s/he has a right to appeal to a member of the executive management at the College. The College also welcomes any comments or suggestions from its customers that will assist in achieving its goal of continuous improvement

6.0 Procedures associated with the policy

a) 'FEEDBACK' form
b) Information for customers
c) Guidelines for staff
d) Standard letter to customer
e) Standard internal memo
f) Compliments/complaints register
g) Employer Complaint Record (ECR).
h) Employer complaints flow chart

7.0 Monitoring and review

The complaints will be summarised monthly and reported on, in the Monthly Quality Report. An annual report with an action plan for change following an analysis of the complaints received will be produced annually for the SMT.

The Comments, Suggestions and Complaints policy and procedures will be reviewed annually in July by the quality team with input from other members of staff.