



COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY

This policy deals with equipment and accommodation issues, standards of service and general course-related problems.

This policy does not deal with grievances (discrimination, bullying, for example) or appeals against assessment decisions.

Introduction

Bedford College takes all compliments, suggestions and complaints seriously. As part of our commitment to high-quality service, we listen to, record and act on the information received. Through this system, we seek to ensure that all items are dealt with professionally and to resolve any complaints as soon as possible. The policy has been developed to:

- Be easily accessible
- Be simple to understand and use
- Address all the points raised and provide an effective response
- Allow speedy handling with established time limits for action
- Keep people informed of progress
- Ensure a full and fair investigation
- Respect people's desire for confidentiality
- Provide information to managers so that services can be improved.

All staff must be aware of this policy and act in accordance with this guidance.

Procedure

Issues raised verbally to a member of staff should, wherever possible, be dealt with immediately by the member of staff. If the member of staff does not feel able to deal with the issue, it should be referred to the appropriate Line Manager or the Quality Department as soon as possible.

Issues raised in writing must be forwarded to the Quality Department which will acknowledge receipt by sending a holding letter to the complainant within three working days. Managers should keep copies of all correspondence or file notes on each incident.

All issues will be logged on the Have Your Say system.

In liaison with appropriate managers, the Quality Department will seek to resolve the issue.

The complainant will be updated on progress by additional letters or telephone calls as appropriate.

Where possible, the whole process should take place within 21 working days of the original complaint.

The Quality Department will report at regular intervals to the Bedford College Corporation Board on all compliments, suggestions and complaints.

After receipt of the College's final response, the complainant may wish to take the matter further and may write to:

The Bedfordshire and Luton Learning and Skills Council
2 Railton Road, Woburn Road Industrial Estate,
Kempston, Bedfordshire MK42 7PN