

# Compliments, Suggestions and Complaints Policy & Procedure

## **1. Introduction**

1.1. This Policy sets out the ways in which Abbeydale Vetlink receives, reviews and acts upon feedback.

## **2. Statement**

2.1. Abbeydale Vetlink welcomes feedback about its services from all College users, including learners, employers, staff and other stakeholders.

2.2. This Policy will ensure that all feedback is collected and reviewed in a timely manner at managerial level and that the directors have an overview of performance as indicated by the feedback collected.

2.3. The Policy will ensure that every formal complaint is managed by the directors.

## **3. Objectives**

3.1. This Policy seeks to ensure that the review of feedback is used to inform planning and the continual improvement of the Learner and Wider Learning Experience and College Services.

## **4. Implementation**

4.1. All learners and staff will be informed about this Policy and Procedure during induction.

4.2. Compliments and Comments (Tell Us!) cards (Appendix 1) are available from the common room and on the student/clinical Dropbox folders. They are also available for staff to download from the Google Drive

4.3. Complaint forms (Appendix 2) are available from the common room and student/clinical Dropbox folders

## **5. Responsibilities**

5.1. Compliments, Suggestions & Comments

5.1.1. The directors will:

5.1.1.1. collate all compliments; and

5.1.1.2. produce a summary report of all compliments on an annual basis for review

5.1.2. Directors will:

5.1.2.1. address any issues identified via any feedback mechanisms used within Abbeydale Vetlink, (e.g. Tell Us! Cards) and, at the first available opportunity to communicate actions taken

5.1.3. The nominated member of the Quality Team will:

5.1.4. All staff will:

5.1.4.1. advise College users of the process for making compliments and comments or suggestions;

5.1.4.2. forward all compliments to directors; and

5.1.5. All College Users:

5.1.5.1. are encouraged to talk to tutors or other members of staff in order to make their views known

## **6. Related Policies, Procedures, Guidance and Legislation**

6.1. Learner Disciplinary Policy & Procedure

6.2. Learner Induction Policy

6.3. Appeals Procedure

6.4. Safeguarding Children and Vulnerable Adults Policy

6.5. Equality Policy

6.6. Quality Improvement Framework

6.7. Quality Strategy

6.8. Education and Inspections Act 2006

6.9. Education Act 2011

Please note: This list is neither exclusive nor exhaustive

## **7. Compliments, Suggestions and Comments**

7.1. All compliments will be forwarded to the directors and person mentioned within the compliment if they have not received it directly.

7.1.1. If the compliment concerns a course or all members of that group will also receive a copy.

7.2. Where requested, Abbeydale will acknowledge receipt within 2 working days of notification.

7.3. Informal Complaints

7.3.1. Learners who are dissatisfied about any aspect of the College are encouraged to take up the issue with a director

7.3.2. If a group of learners wish to make an informal complaint, they must nominate a person to discuss the issues and receive feedback one of the directors and pass and feedback on to the rest of the group.

7.3.3. Where other College users wish to make an informal complaint, they should be directed to a director

#### 7.4. Formal Complaints

7.4.1. Where the matter is sufficiently serious that the complainant wishes to progress directly to the College's formal procedure, a formal complaint must be submitted in writing, e-mail or letter to Samantha Morgan and Kirsty Gwynne.

7.4.2. If the complaint is made by telephone or in person, notes will be completed from the conversation.

7.4.3. All correspondence will be with this individual, but the outcome letter will be copied to all in the group named in the initial complaint.

7.4.4. Parents/Clinical coaches or third parties are welcome to contact the College on behalf of learners and other College users. Please note: If the complaint is made on behalf of a person over the age of 16, in compliance with the Data Protection Act

#### 7.5. Appeals

7.5.1. If the complainant is dissatisfied with the College's response, he/she will be advised to write to the directors giving reasons for their dissatisfaction within 10 working days of the date of the response letter.

7.5.2. A copy of this policy and procedure will be sent to them for reference.

7.5.3. Appeals by telephone will not be accepted.

7.5.4. The directors will review the complaint and investigation and advise whether the College's decision is supported or whether the matter needs to be reinvestigated.

7.5.5. The directors' decision is final, after which the College will consider the matter closed.

7.5.6. Only after all College procedures for dealing with complaints have been exhausted, and the complainant remains dissatisfied, they are advised to contact the Skills Funding Agency (SFA) for guidance on whether their complaint can be escalated.

**Appendix 1**

# Tell Us! Compliments and Suggestions

Help us to identify good practice and continually improve our service. Tell us what we are doing right or comment on suggested solutions to problems. They are all most welcome.

**Comments**

Thank you very much for your comments.

If you would like an acknowledgement, please complete your details below and leave the card in the assignment trays.

It will be passed on to the directors.

Name: \_\_\_\_\_

Training Practice name; \_\_\_\_\_

Class (if applicable): \_\_\_\_\_

If you wish to make a formal complaint, please collect a Complaint Form

**Appendix 2**

# Abbeydale Vetlink Veterinary training Complaint form

Name;	Group name;
Training practice name;	
Complaint details (continue on separate sheet if needed)	
Date;	Signature;

