

Policy number and title:	QA13 Comments Compliments and Complaints Procedures
Applies to:	All students, contractors, visitors, external and partnership organisations
Owner of Policy:	Quality Department
Approved by:	Senior Management Team
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## Introduction

Lewisham College are committed to providing you and all those we work with and for with high quality teaching, learning and support services in an environment where all are treated with respect and dignity. We hope that you never have cause for complaint, however, from time to time you may feel that the Lewisham College has not met the high standards you expect.

We appreciate that you will wish to feedback your experiences, both the positive and negative, and it is the role of Lewisham College to help you to do this. Any feedback from you, parents/carers, applicants, employers, organisations and stakeholders will be used as a tool to help Lewisham College to improve.

In order that we can address your feedback efficiently and effectively, you should let us know about the grounds for your feedback as soon as possible and no longer than one calendar year after the incident.

We consider all feedback seriously, the positive and the negative. If you are unsure about how to submit feedback to Lewisham College, please go to the Customer Service Centre which can be found at the front of each campus where our friendly and supportive staff will help you.

This set of procedures falls under the overall NCG Complaints Policy and includes the instructions set by NCG and how the 4 stage complaints procedure will be carried out.

## Aims

The comments, compliments and complaints procedure has been designed to be:

- **Fair** by providing a transparent, objective and rigorously monitored process

- **Accessible** to all members of the College community
- **Supportive** to all who use it or find themselves involved in the procedure
- **Timely** to ensure that, wherever possible, your feedback is acted upon and responded to. Complaints are resolved within the required timeframes, and if not, those who have submitted feedback are made aware that the response will take longer and the reasons why.
- **Developmental** by the College reviewing and acting upon comments, compliments and complaints to identify any lessons that can be learnt to improve services contributing to improved student success.

### Scope and Purpose

The comments compliments and complaints Procedure has been designed for:

- Students enrolled on all Lewisham College courses
- Former college students (as long as the reported incident is within one calendar year)
- Applicants
- Employers
- Organisations
- Members of the general public

Complaints can only be submitted on behalf of others where students are aged under 18 or may be classified as a vulnerable adult. If a complaint is made on behalf of a student who is aged 18 and over, it will only be processed with the consent of the student which will be obtained by the Student Support Team.

Complaints by college staff do not fall within this procedure. These complaints or issues should be addressed with Human Resources department by contacting the relevant Human Resources Manager.

### Comments

If someone has a comment in relation to a policy, procedure or practice within the College, they should try to raise this directly with a member from the team concerned.

If the comment is not addressed directly with the member of staff concerned, this can then be submitted to the Quality Team Administrator on 020307573000, to [feedback@lscollge.ac.uk](mailto:feedback@lscollge.ac.uk) or through the College Website

If you would like a written response to a comment, you should tell us this. You are able to tell us whether you would like a written response to your comment from the investigating manager.

The Quality Team Administrator will refer the comment to the relevant department manager who will consider the suggestion/comment, and where appropriate, respond within ten working days. This deadline may be extended due to college holidays or exceptional circumstances. In these cases, you will be notified of the new timescale by the college manager who is considering your feedback.

## **Compliments**

Lewisham College values recognition of good service and believes that staff should be recognised and rewarded where they have provided good service. If a student or member of the public wishes to praise a service or individual within the College formally, they can do so in a number of ways:

- Visiting the College and speaking to a member of staff in the Customer Service Centre at the front of the campus.
- You can send a letter to the College on the following address, Principal's Office, Lewisham College, Lewisham Way, London, SE4 1UT or Southwark College, 26 The Cut SE1 8LF
- Email **feedback@lscollge.ac.uk**.
- Call 020 3757 3000/4000

Where feedback is positive, The Quality Team will respond to you and tell you how this feedback will be dealt with.

The compliment will then be sent to the Principal's Office who will ensure that the relevant staff are recognised for their good work.

## **Complaints**

Lewisham College take complaints extremely seriously and will investigate all complaints thoroughly. The comments, compliments and complaints Procedure can be found within:

- Lewisham College website
- Customer Service Centre
- Learning Support and Resource Centres
- Student Guide
- eme
- StaffNet (Staff Intranet)

Complaints are managed through a staged process and, wherever possible, are dealt with ‘informally’ with the member of staff concerned. Complaints are also managed ‘formally’ which is where a relevant college manager thoroughly investigates the issue and responds in writing.

It is our intention to deal with as many complaints on an informal manner to ensure that they are resolved efficiently and effectively and in consultation with those directly affected or concerned.

Stage	Timescale	Reporting
Stage 1 Informal	Stage 1 concerns should be raised immediately and no later than three months after occurrence of the issue.	<p>Concerns should be brought to the attention of the person who in your opinion, is responsible (e.g. a teacher or the Head of Department for the subject or service area concerned). We will try to resolve complaints at this stage.</p> <p>Whilst this is an informal stage, the College will ensure that the issue is recorded in a log indicating the nature of complaint, the date it was raised, outline resolution and date closed.</p>
Stage 2 Formal	Stage 2 concerns will be raised within three months of exhausting Stage 1	<p>If the concern is not resolved at the informal stage, or you feel that the issue has not been dealt with, then it will progress to Stage 2.</p> <p>Formal complaints should be submitted in writing to the Head of Quality at <a href="mailto:feedback@lscollege.ac.uk">feedback@lscollege.ac.uk</a> or</p> <p>Quality Team, Lewisham College, Lewisham Way, SE4 1UT.</p> <p>Complaints will be acknowledged within three working days.</p> <p>The complaint will be investigated fully by a senior manager or appropriately delegated manager, who will take responsibility to fully investigate the matter.</p> <p>A formal response to the complaint will be made within 10 working days. Where this is not possible, you will be informed in writing.</p>
Stage 3 Appeal	Stage 3 concerns will be raised within three months of exhausting Stage 2	<p>If you are dissatisfied with the response to the Stage 2 complaint, you have the right to appeal by escalating to Stage 3.</p> <p>The appeal should be made in writing, detailing the reason for the dissatisfaction and why you consider the response to the formal complaint (stage 2) to be inadequate. Stage 3 appeals should be sent to Head of Quality at <a href="mailto:feedback@lscollege.ac.uk">feedback@lscollege.ac.uk</a> or</p>

		<p>Quality Team, Lewisham College, Lewisham Way, SE4 1UT.</p> <p>The Principal will review the appeal, fully investigate the matter and provide a formal response within 10 working days from receipt of the stage 3 appeal. Where this is not possible, due to complexity, the complainant must be informed in writing.</p>
<p>Stage Four Group and external referral</p>	<p>Stage 4 concerns will be raised within one month of exhausting Stage 3.</p>	<p>If the concern is not resolved at Stage 3 and you remain dissatisfied, then a final appeal can be made to the Chief Executive of NCG. CEO, NCG, Rye Hill House Scotswood Road, Newcastle upon Tyne NE4 7SA</p> <p>Before you proceed, you must have exhausted all stages above.</p> <p>A formal response will be provided within 10 working days from receipt of the stage 4 complaint.</p> <p>If the issue cannot be resolved through the CEO's office, then the NCG Executive Director of Quality, will notify the Educational and Skills Funding Agency (ESFA).</p>

### **Making a complaint.**

You can make a complain complaint through the Lewisham College website or email [feedback@lscollge.ac.uk](mailto:feedback@lscollge.ac.uk)

The written complaint must contain the following information:

- Your name and contact details
- The date of the original incident and any action taken so far
- Who you have raised the issue/ incident with in the first instance
- Your cause for concern
- Your cause for complaint
- What resolution you would like

Support for students to submit a complaint will be available from a member of the Student Support Team if requested.

### **Complaints made via Social Media**

Please note where a complaint is received via Social Media, the College will respond advising the complainant to follow the College's Complaints Procedure

### **Monitoring, Evaluation and Review**

The Quality Team will oversee the comments compliments and complaints Procedure including the monitoring of the resolution of complaints.

Information will be shared with the College's Management Team, the college Governing Body and Corporation Board. This information will include:

- The nature of the feedback
- How it was investigated and dealt with including the time taken to resolve it
- The outcome/resolution of the feedback
- Future action which will ensure that students have a positive experience and teaching, learning and support services continue to improve

Following investigations as a result of feedback, recommendations and points for action may be made to relevant College managers in order that the College can continue to improve the quality of teaching, learning and support services.

The concerns, compliments and complaints procedure will be reviewed on an annual basis by the Quality and Senior Management Team.

### **Complaints about senior leaders**

The procedure will make clear that:

- where a complainant wishes to make a complaint about the Principal, then this will proceed directly to Stage 2 by addressing it to the NCG's Chief Executive's Office, NCG, Rye Hill House, Scotswood Road, Newcastle upon Tyne NE4 7SA.
- where a complainant wishes to make a complaint about the Chief Executive, then this will proceed directly to Stage 2 by addressing it to the Executive Director Governance, Risk and Assurance, NCG, Rye Hill House, Scotswood Road, Newcastle upon Tyne NE4 7SA.

### **Complaints at Group Services**

Where a complainant wishes to make a complaint about NCG Group Services, then this will follow the 4 stage process and should initially be addressing it to the Executive Director of Quality, NCG, Rye Hill House, Scotswood Road, Newcastle upon Tyne NE4 7SA.

### **Equality and Diversity Statement**

Equality Impact Assessments will be undertaken by College Lewisham College