



Milton Keynes College

Complaints Policy and Procedures

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This policy and procedure is subject to The Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual orientation, Disability.

COMPLAINTS POLICY AND PROCEDURES

1. Policy

Milton Keynes College places a significant emphasis on customer feedback and views the complaints process as a valuable tool to drive improvements in the quality of our services. The policy of Milton Keynes College is to respond to all suggestions, whether positive or negative, in a prompt and courteous manner. All complaints will be treated seriously.

2. Minimum Expectations

2.1 All complaints will be acknowledged within one working day of receipt

2.2 We will try to resolve complaints to the satisfaction of all parties within ten working days of receipt.

3. Protocol for Responding to Complaints

3.1 Formal acknowledgement of the complaint, with, where relevant, a copy of the Complaints Policy and Procedures, will be confirmed within one working day of receiving the complaint. This communication will inform the complainant that they will receive a full response within 10 working days.

3.2 The administrator responsible for complaints will copy the complaint to the Director of Quality and to the appropriate curriculum or cross-College service manager. All complaints will be treated as confidential and will be handled with sensitivity by the investigating manager.

3.3 Every communication, either from the complainant or from the College, will be copied to the Director of Quality in electronic format, where possible. Notes will be kept of meetings and telephone calls and will also be copied to the Director of Quality for filing with the original complaint.

3.4 The manager or senior manager responsible for the area about which a complaint has been made will ensure that a full response to the complaint is provided within 10 working days wherever possible. When this is not possible, explanation will be given to the complainant within ten working days, this will include a proposed schedule for response.

3.5 The final response should include an explanation to the complainant of how to take their complaint further, if necessary.

3.6 On receipt of a complaint made to the Governors or the Governance Executive, the Governance Executive will inform the Principal and ensure that a full investigation of the complaint takes place, including how it has been handled. An acknowledgement will be confirmed within one working day and a full response will be given within 10 working days.

4. Responsibilities

4.1 The manager or senior manager responsible for the area about which a complaint has been made is responsible for investigating and responding to the complainant.

4.2 The manager or senior manager who receives the complaint is responsible for copying information on the response to the complainant and to the Director of Quality.

4.3 The Director of Quality will be responsible for monitoring the timely and effective implementation of the complaints policy and procedure.

4.4 The Director of Quality will be responsible for recording the nature and number of complaints and making an annual report to the College's Board of Governors.

5. Protocol for Complainants

5.1 Students, employers, members of the public and members of staff are able to complain through a number of avenues, including: the use of a comments slip, which are available at reception; via e-mail; a telephone call direct to a member of staff; the customer services email service; by using the charter; or by contacting a member of the Senior Management Team or Principal directly.

5.2 If the complainant needs help in making a complaint, this can be obtained through reception or by contacting a member of the youth work, welfare or COGS (counselling) teams.

5.3 If the complainant remains dissatisfied following the response from the relevant manager, they are able to take it further by contacting a member of the College's Senior Management Team.

5.4 If the complainant has exhausted the College's complaints policy and is still not satisfied, they may wish to write to the relevant funding agency about the College's handling of the complaint, details of which will be provided on request.

5.5 If the complaint is an appeal against grading or assessment, the separate academic appeals procedure should be followed. The academic appeals policy is available on the intranet and College website.

6. Receipt of Complaints

6.1 If a complaint is received by post or given to reception it will be forwarded on the same day that it is received to the Director of Quality.

6.2 If a complaint is received directly by a curriculum or cross-College service manager, copies of all correspondence and notes of telephone calls or meetings will be forwarded to the Director of Quality.

7. Monitoring and Quality Assurance

The Director of Quality will present an annual report to the Milton Keynes College Board of Governors summarising the complaints during the year. This will be based on an analysis of the year's complaints organised by curriculum area, category of complaint, and type of complainant. Analysis will also be provided according to diversity information. The Director of Quality will be responsible for investigating and responding to any queries arising from the annual report to the Board of Governors.

This policy cross-references with the following documents:

- *Quality Strategy*
- *Academic Appeals Policy*
- *Corporate Equalities Scheme*
- *The Educational Maintenance Allowance, Adult Learning Grant and Student Support Fund Policy*
- *Milton Keynes College comment card*

Copies of all documents can be obtained by contacting reception or by accessing the intranet.