



Complaints (and Other Feedback) Management Policy

(For comments, compliments or complaints)

Excellence



Principal: **Tim Jackson** BTech (Hons), PGCE

Our Mission Statement

To inspire learners to recognise and achieve their full potential

Our Beliefs and Values

Excellence, Passion, Team Work, Integrity, Innovation,
Sustainability, Valuing Others and Supportiveness

SPARSHOLT COLLEGE HAMPSHIRE incorporating ANDOVER COLLEGE

The *Complaints (and Other Feedback) Management Policy* approved by the Board of Governors in July 2018.

Equality Impact Assessment	Conducted: July 2017
Member of Staff responsible for Policy oversight & review Deputy Principal, Curriculum Deputy Principal, Corporate	Located: College Website
	College Intranet
	Andover and Sparsholt Receptions
	Andover and Sparsholt Student Support
Date of next scheduled review:	June 2021

SPARSHOLT COLLEGE HAMPSHIRE incorporating ANDOVER COLLEGE

Complaints (and Other Feedback) Management Policy

Sparsholt College Hampshire incorporating Andover College (“the College”) aims to provide a service of the highest possible standard for all its customers¹. The policy relates to all students and customers at the College.

There is a separate policy for students following Degree / Postgraduate programmes available on the College’s website at <https://www.sparsholt.ac.uk/policies-reports/>.

The College is committed to using customer feedback to improve its services and focus on the needs of its customers and welcomes suggestions, compliments and complaints as it assists with the continuous improvement of the services provided. Continuous improvement takes place within the constraints of the:

- availability of resources
- binding contractual relationship between the organisation and its customers

The College will endeavour to resolve all complaints in an open manner. Where a comment, compliment or complaint is received, the College will:

1. Acknowledge the comment, compliment or complaint, normally within 1 working day
2. Investigate the complaint and respond within a further 10 working days
3. Review any lessons the College can learn to improve its service

The policy defines the following terms:

1. Complaint - an expression of dissatisfaction, whether justified or not, about our employees (including academic decisions made by them), our services and policies.
2. Compliment – when a customer gives us feedback about how we exceeded expectations in delivering a service or how an employee has gone the ‘extra mile’.
3. Comment - when a customer suggests how we can improve our delivery of a service.

¹ Our definition of a customer is: “If you contact us for any reason, or you are affected by anything we do, you are one of our customers.”

What to do if you wish to make a comment, compliment or complaint (for Higher Education students: please see <https://www.sparsholt.ac.uk/policies-reports/>).

Please complete the Customer Feedback Form at Appendix 1. The form is also available from Reception or Student Support at both campuses or at www.sparsholt.ac.uk or www.andover.ac.uk.

When completing the form, please be specific and give as much information as possible. The form may be submitted:

1. In Person

Hand the completed form to Student Support or Reception. If you need help completing the form, a member of staff will be happy to assist.

2. By Letter

Write to:

Gail Jones

Quality Administrator

Andover College

Charlton Road

Andover

SP10 1EJ

or

Sparsholt College

Westley Lane

Sparsholt

Winchester

SO21 2NF

3. By Email

Write to the Quality Administrator: gail.jones@sparsholt.ac.uk

4. By Phone

Student Support for Sparsholt 01962 797274

Student Support for Andover 01264 360039

Reception for Sparsholt 01962 776441

Reception for Andover 01264 360000

Gail Jones, Quality Administrator 01264 360008

You will receive acknowledgement of your complaint within one working day and a College Officer will be assigned to investigate. The College aims to formally respond to all complainants within 10 working days.

What to do if you are dissatisfied with the outcome of a complaint investigation (not Higher Education students: please refer to [HE policy]).

Stage 1 Lodge an appeal with the Quality Administrator and a Senior Post Holder will investigate your appeal.

Stage 2 If a Senior Post Holder carried out the initial investigation **or** if you consider the appeal has not been conducted in a way that is objective, independent and fair, you may lodge a further appeal with the Principal within 5 working days of receipt of your formal notification of outcome from the senior post holder. In your further appeal, you should clearly set out the basis of your appeal and your preferred outcome(s).

Stage 3 If you do not believe that the college has handled your complaint correctly, you can direct your complaint directly to the ESFA via their [complaints procedure](#) at complaints.esfa@education.gov.uk or by post to The Complaints Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

NB: The ESFA will only investigate if all the College's internal complaints procedures have been exhausted.

Large print

If you require a large print version of this document, please contact the Quality Administrator at the address, telephone or email above.

Thank you for your feedback

To help us monitor Equality and Diversity, it would be helpful, but not essential, if you complete the following:

Ethnic Origin – please tick

- | | | |
|---|--|---|
| <input type="checkbox"/> Asian or Asian British – Bangladeshi | <input type="checkbox"/> Asian or Asian British – Indian | <input type="checkbox"/> Asian or Asian British – Pakistani |
| <input type="checkbox"/> Asian or Asian British – Asian other | <input type="checkbox"/> Black or Black British – African | <input type="checkbox"/> Black or Black British – Caribbean |
| <input type="checkbox"/> Black or Black British – Black other | <input type="checkbox"/> Chinese | <input type="checkbox"/> Mixed – White and Asian |
| <input type="checkbox"/> Mixed – White and Black African | <input type="checkbox"/> Mixed – White and Black Caribbean | <input type="checkbox"/> Mixed – Mixed other |
| <input type="checkbox"/> White – British | <input type="checkbox"/> White - Irish | <input type="checkbox"/> White – White other |
| <input type="checkbox"/> Any other | <input type="checkbox"/> Not known / not provided | |

Age – please tick

- 14- 16
 16 – 18
 19 – 25
 26 – 35
 36 - 45
 46 - 55
 56 - 65
 65 +
- Do not wish to disclose information

Gender – please tick

- Male
 Female
 Transgender
 Other
- Do not wish to disclose information

Sexual Orientation – please tick

- Heterosexual
 Gay male
 Lesbian female
 Bisexual
 Other
- Do not wish to disclose information

Religious beliefs – please tick

- Buddhist
 Christian
 Church of England
 Roman Catholic
 Other Christian
- Hindu
 Jewish
 Muslim
 Sikh
 Other
- Atheist Do not wish to disclose information

Disability – please indicate below which category your disability falls within

- | | | | |
|--|---|--|--|
| <input type="checkbox"/> Dyslexia | <input type="checkbox"/> Deaf / hearing impairment | <input type="checkbox"/> Requires personal care / support | <input type="checkbox"/> Unseen disabilities (e.g. asthma, diabetes, epilepsy) |
| <input type="checkbox"/> Blind / partially sighted | <input type="checkbox"/> Wheel chair user / Other mobility difficulties | <input type="checkbox"/> Mental health disability | <input type="checkbox"/> Multiple disabilities |
| <input type="checkbox"/> Other disability (please specify) | | <input type="checkbox"/> Do not wish to disclose information | |

Marriage and Civil Partnership

- Married
 Civil Partnership
 Other
- Do not wish to disclose information



SPARSHOLT
 COLLEGE HAMPSHIRE

ANDOVER COLLEGE
... prepared for life

Tell us what you think

If help is required completing this Customer Feedback Form, please see a member of staff for assistance	Details:
Name:	
Address:	
Telephone Number:	
Email address:	
If a student at the College, the course enrolled on:	
Date:	
The College welcomes feedback, whether it is a (please tick) Comment <input type="checkbox"/> Compliment <input type="checkbox"/> Complaint <input type="checkbox"/>	
Office use only: The form was completed byafter communication via the following contact method (please tick) Email <input type="checkbox"/> Letter <input type="checkbox"/> Telephone <input type="checkbox"/> FAX <input type="checkbox"/> Other <input type="checkbox"/> Folio No <input type="text"/>	

Please place this Customer Feedback Form in the special post box at Reception, hand in to Student Support or email to the Quality Administrator (gail.jones@sparsholt.ac.uk)