

RNC Policy: Comments, Compliments and Complaints

Responsibility:	Director of Student Support Services		
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Other relevant Policies and reference documents: Data Protection Policy Secure Archiving Policy			
Version	Date	Amendments	Author
1.0	July 2017	Approved at SMT	MKJ
1.1	February 2019	Reviewed, version control added Minor wording amendments, update to Data Protection Act 2018 throughout Clarity in Formal Stage 3 in regard to Governing Board responsibilities Approved at CMG	MKJ
1.2	March 2019	Addition of ICE contact details	MKJ

Commitment Statement

RNC is committed to the fundamental values of equality, diversity and inclusion, which creates a supportive environment for all members of our community to live, work and study. Our commitment to equality and diversity means that this policy has been screened in relation to the use of plain English, the promotion of the positive duty in relation to race, gender and disability and to eliminate discrimination to other equality groups related to age, sexual orientation, gender identity, marital or civil partnership status, pregnancy or maternity and religion or belief. We believe that safeguarding has paramount importance and RNC recognises its responsibility and duties within the Government Prevent Strategy to be aware of and where appropriate act to ensure the safety of all students from radicalisation and extremism.

This document is available in alternative formats on request. If you think RNC can improve the fairness of this policy please contact the author who has responsibility for the review and update.

Contents

RNC Policy: Comments, Compliments and Complaints..... 1

Contents 2

1. Policy Statement..... 3

2. Definition of a Complaint..... 3

3. Procedures 4

4. Data Protection 4

5. Monitoring 4

1. Policy Statement

1.1 RNC strives for high standards in everything that it does and welcomes feedback from all stakeholders; this may include students¹, families, professions, funding agencies, thePoint4 members, external booking partners, local community and anyone who works with us, on all aspects of our work. Such feedback is invaluable in helping us evaluate and improve our service and reputation.

1.2 Good complaint handling matters because it is an important way of ensuring students, customers and other stakeholders receive the service they are entitled to. For our students, knowing how to self-advocate is an important life skill and should always be encouraged.

1.3 The objectives of the Comments, Compliments and Complaints Policy are to:

- Ensure everyone knows how to provide feedback and how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear and acceptable timeframes
- Ensure that comments, compliments and complaints are monitored and used to improve our services.

1.4 We will ensure that we:

- Listen carefully to complaints and treat complaints as confidential, where possible
- Record, process, store and manage all complaints accurately and in accordance with the Data Protection Act 2018
- Investigate the complaint fully, objectively and within the stated timeframe
- Notify the complainant of the results of the investigation and any right of appeal
- Inform the complainant of any action that will be implemented as a result of the complaint, where appropriate
- Report as detailed in 5.2, the number of comments, compliments and complaints received; the outcomes of investigations and any actions taken

2. Definition of a Complaint

2.1 A complaint is any expression of dissatisfaction by an individual, whether justified or not.

2.2 An individual may make a complaint if they feel we have:

- Failed to provide a service or an acceptable standard of service
- Delayed in providing a service
- Made a mistake in the way we have provided a service
- Failed to act in a proper way
- Provided an unfair service.

2.3 This Policy and Procedure relates only to complaints received about RNC provision and services. Individuals who make complaints about partner organisations will be notified in writing within five working day of receipt of the complaint that they need to

¹ For the purposes of this Policy the term 'student' relates to all students funded by local authority, Welsh Government, privately funded younger students and SES Customers.

complain to the organisation they have the complaint with, and will be provided with contact details, where possible.

2.4 Comments, compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

3. Procedures

The Procedures which follow this Policy are laid out in Appendix 1-3, detailed below:

Appendix 1 – Comments and Compliments Procedure

Appendix 2 - Student Complaints Procedure

The focus of this procedure is for the reporting, handling and recording of complaints from students and parents in relation to education, residential and residential provision at the College.

Appendix 3 - Stakeholder Complaints Procedure

This procedure is for all stakeholders other than students or parents - this may include external professions; funding agencies, thePoint4 members, external booking partners, local community and anyone who works with us, on all aspects of our services and provision.

4. Data Protection

4.1 To process a complaint, RNC will hold personal data about the complainant, which the individual provides and which other people give in response to investigating the complaint.

4.2 RNC will hold this data securely in accordance with the Data Protection Act 2018 and only use it to help address the complaint.

4.3 The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties.

4.4 Under the Data Protection Act 2018, individuals have a right to obtain a copy of their personal data. However, there are exceptions to this right.

4.5 Comments, compliments and complaints files will be destroyed in line with the RNC Data Protection Policy and Secure Archiving Policy.

5. Monitoring

5.1 Comments, compliments and complaints are an important tool which, alongside data provided by exit surveys, user feedback and focus groups, will allow us to learn more about the services we provide. They offer a useful source of information about how individuals see our organisation and how we are serving them. To ensure we can learn from comments, compliments and complaints, the following data will be collected:

Comments and Compliments:

- Name and address
- Nature of the comment, compliment
- Date of comment, compliment
- Action(s) taken/recommendations made in response to the comment, compliment, if appropriate.

Complaints:

- Name and address
- Name of person dealing with the complaint
- Date of complaint and response date
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Lessons learnt.

5.2 Comments, compliments and complaints data will be considered on a quarterly basis by the Senior Management Team and annually by the Board of Governors. Personal information will not be shared and wherever possible, the data will be used to improve and develop the service.