

Compliments, Complaints and Feedback Procedure (Public)



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Date approved: 11 October 2019
Approved by: AMT
Responsible manager(s): Director of Quality and Standards
Executive lead: Vice Principal, Quality and Curriculum

Applicable to staff: **Yes/No***
Applicable to students: **Yes/No***
Accessible to students: **Yes/No***
Accessible to general public:
(including clients) **Yes/No***

Consultation		Date
Consultation undertaken with:	
Management Forum	Yes/No/NA*
AMT	Yes/No/NA*	23 Sept 2019
CCMT	Yes/No/NA*	01 Nov 2019
Students	Yes/No/ NA*
Employee representatives (HR policies only)	Yes/No/ NA*
Other	Yes/No/ NA*

Policy review frequency, normally: annually
(Please delete as appropriate)

Section 1

The Compliments and Feedback procedure

B&FC welcomes feedback from all users of B&FC services. There are number of options available to all our customers to provide compliments and feedback to B&FC.

- Surveys
- Student and Employer Forums
- By emailing: talkback@blackpool.ac.uk or complaints@blackpool.ac.uk
- By completing the 'Have your Say' compliments and feedback form available at all main reception areas.
- By writing to the appropriate Head of Curriculum or Service Area

Further information is also available on the B&FC website:

www.blackpool.ac.uk/info/feedback

Section 2

The Complaint Procedure

Stage 1

Students

Students are encouraged to resolve issues informally before they become a complaint. Various avenues are open to students to do this:

- Students may raise their concerns directly with the person who, in their opinion, is responsible for the problem or with a lecturer/course leader for their course
- Students may raise issues with their course or programme representatives who may take those issues to staff/student liaison meetings or to the student forum meetings
- Directly with the Head of Curriculum /Service Area

Employers

Employers are encouraged to attempt to resolve issues locally. They can:

- Raise issue with the skills coach, assessors or manager for the curriculum area concerned at any stage, but particularly at apprenticeship reviews.
- Raise issues directly with B&FC for Business
- Use an Employer Forum to bring issues to the attention of managers.

Others

Parents and other members of the public or any incidental user of the B&FC services should, in the first instance, raise the issue directly with the person who, in their opinion, is responsible or with the supervisor or manager of the area concerned.

Former students are expected to raise any concerns within three months of completing their course of study.

The Student Union Sabbatical Officer or a member of the Careers team can advise on the appropriate person to direct your concerns to and provide support if required.

Stage 2

Where a complaint has not been satisfactorily resolved at Stage 1 you may choose to progress your complaint to Stage 2. In your correspondence you should clearly identify the nature of your complaint at Stage 1 and what has been done to attempt to resolve the complaint at Stage 1 within 10 working days of receiving your response at Stage 1. We will send an acknowledgement within 5 working days.

As part of a Stage 2 complaint, B&FC may make a request for additional information. If this is the case then the B&FC would expect to receive the requested information from the complainant within 10 working days from the date of our request.

We aim to provide you with a formal response within 10 working days. If we are unable to do this you will be kept informed of our progress.

Stage 3

Where a complaint has not been resolved satisfactorily at Stage 2 you may choose to progress your complaint to Stage 3 which is the final stage of the B&FC complaints procedure. This should be made in writing within 10 working days of when you received the Stage 2 response. Again you should explain why the outcome of the Stage 2 process is not satisfactory and what you would like us to do next. Correspondence for Stage 3 should be addressed to the Vice Principal, Quality and Curriculum, Blackpool and The Fylde College, Ashfield Road, Bispham, Blackpool FY2 0HB.

We will send you an acknowledgement within 5 working days and we aim to provide you with a response to your Stage 3 within 20 working days.

- **This ends the B&FC Complaints procedure**

Other information

Further Education

For Further Education courses if the complainant is not satisfied with the outcome of the Stage 3 process they have the opportunity to escalate their complaint (where procedures allow) to the appropriate awarding body or the Education and Skills Funding Agency. www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure

Higher Education

If the student after seeking resolution at Stage 3 is still not satisfied the student has the right to request a final review by our partner universities or higher education awarding body. It is normally a requirement of B&FC partner universities and awarding bodies that a complaint has completed Stage 1, 2 and 3 of the B&FC Compliments, Complaints and Feedback procedure.

Please note that partner universities or higher education awarding bodies will normally only accept requests for escalation if the complaint relates to an aspect of

service which the partner university or awarding body has whole or partial responsibility.

For degrees awarded by Blackpool and The Fylde College, if the student after seeking resolution at Stage 3, is still not satisfied, the student has the right to request a review by the Office of Independent Adjudication (OIA) and will be issued with a Completion of Procedures letter at the conclusion of the B&FC Stage 3 process.

Office of Independent Adjudication (OIA) (Higher Education only)

If the student after seeking resolution with B&FC or partner University is still not satisfied, the student has the right to request a review by the Office of Independent Adjudication (OIA).

In order to do this the student will need to obtain a Completion of Procedures letter from Blackpool and The Fylde College, Quality and Standards Directorate or the partner University. Request for review to the Office of Independent Adjudication should be submitted within 12 months of the date the Completion of Procedures letter is issued.

Office of Independent Adjudication - www.oiahe.org.uk

Completion of Procedures Letters

- Where procedures allow the B&FC will issue a Completion of Procedures letter following the conclusion of the B&FC Complaints procedure. This letter is issued to enable the student to request a review by the OIA.
- If the student has initiated a request for a final review by a partner university or higher education awarding body, a Completion of Procedures Letter will be issued by the relevant partner university or, higher education awarding body to confirm they have reached the end of the provider's internal processes.