

CUSTOMER SERVICE POLICY



PURPOSE OF THE POLICY

To support the college's mission: "to provide inspirational education and training for individuals, employers and the whole community". The college deals openly, fairly and effectively with any comment or complaint about services from learners or others, and to offer an appropriate remedy to anyone who is adversely affected by a service which fails to meet standards.

Yeovil College is committed to improving the quality of the learner experience. The college constantly seeks to improve its services and to regularly monitor any complaints or comments received, and the effectiveness of the procedures to address them.

The supporting customer service procedures provide operational detail of how to record feedback/complain about any service which Yeovil College provides. There are separate policies/procedures for dealing with staff grievances, appealing against the outcome of academic assessments, for making disclosures in the public interest (whistleblowing) and for complaints against the Corporation. The customer service procedure cannot be used for any of these purposes.

Wherever possible a complaint should be resolved at the point it arose, with the members of staff concerned. If this does not result in an acceptable outcome or the situation makes this approach unfeasible then the formal procedure should be followed. All formal complaints must be in writing, the college will provide support to those complainants who may have difficulties in recording their complaints thus; for example, providing an scribe to record and read back a complaint for the complainant to sign.

RESPONSIBILITY AND AUTHORITY

The Principal has ultimate responsibility for customer service and will ensure that the arrangements for fair and effective management of complaints and recording of feedback are reviewed and enhanced.

The Vice Principal Curriculum and Quality and the Vice Principal Finance & Resources are the Principal's representatives on matters related to quality assurance and customer service respectively and are responsible for implementing systems in accordance with the approved College policy.

Curriculum Area Managers and other senior college managers are responsible for the day to day management of complaints and recording of feedback within their areas.

Process for Handling Formal Complaints

All formal complaints are recorded by the Head of Quality Assurance, Teaching, Learning & Assessment. Complaints will normally be acknowledged within 3 working days. The complaint will then be passed to the appropriate Curriculum Area Manager or senior manager who will investigate the complaint and normally respond in writing within 10 working days. If more time is needed to investigate the complaint the Curriculum Area Manager or senior manager will inform the complainant of this and give a revised time limit for a full response.

Appeals

Appeals against decisions must be in writing and sent to the Principal within 10 working days. The Principal will make a final decision and that this is the final stage of the College's complaints procedure.

If there is disagreement with the Principal's decision, complainants may appeal to the Skills Funding Agency:


Complaints Team
Skills Funding Agency
Cheylesmore House,
Quinton Road,
Coventry,
CV1 2WT

or by email to complaintsteam@sfa.bis.gov.uk

This should be within 3 months of the College making a decision on the complaint.

RELATED POLICIES, PROCEDURES, DOCUMENTS, DEFINITIONS

Complaints Procedure

Policy Review				
Author	Position	Approved by Corporation	Approval date	Review date
Stephen Pyle	Head of Student Data, Funding & Customer Services	Signed: 	13.10.16	June 2018

Document Control – Revision History (Policies only)

Author/Owner	Summary of Changes	Date	Date last reviewed by SED	Recommend to SED Y/N
Stephen Pyle	Interim update to include process for handling formal complaints and appeals	01.09.16	13.05.16	N

Initial Equality Impact Screening			
Have you consulted on this policy? Yes Details: Consultation with members of the Customer Services Team and Safeguarding, Equality & Diversity Group			
What evidence has been used for this assessment? Previous policy and staff feed-back			
Could a particular group be affected differently in either a negative or positive way? Indicate Y where applicable			
Group	Negative impact	Positive impact	Evidence
Age Disability Gender (incl. Transgender) Race (incl. Gypsy & Traveller) Religion or belief Sex Sexual orientation Marriage & civil partnership Pregnancy & maternity Other groups (see guidance)			
Please give details:			
If any negative impacts are identified, are there any related policies, services, strategies, procedures or functions that need to be assessed alongside this screening? If yes, please detail below:			
Should the policy proceed to a full Equality Impact Assessment? No If no, please give reasons: there are no negative impacts identified			
Declaration We are satisfied that an initial screening has been carried out on this policy and a full Equality Impact Assessment is not required. We understand that the Equality Impact Assessment is required by the College and that we take responsibility for the completion and quality of this assessment			
Completed by Author: Kate Hill		Position: Director of Teaching & Learning and Quality	Date: 13.04.16
Reviewed by Safeguarding, Equality & Diversity Group:			Date: 13.05.16
Comments from Safeguarding, Equality & Diversity Group Review:			

