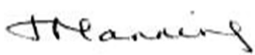






# Compliments, Comments and Complaints Policy

Policy Ref: TMP21v7

This policy will not discriminate either directly or indirectly against any individual on grounds of sex, race, ethnicity or national origin, gender, sexual orientation, marital status, religion or belief, age, disability, socioeconomic status, offending background or any other personal characteristic.

	Name	Title	Signature	Date
Prepared by	Jackie Manning	Principal		July 2024
	Colin Foster	Assistant Principal		July 2024
Approved by	Martin Heaton	CEO		July 2024

Does this Policy require publishing on the College Website? **Yes**

Does this Policy require approval by Board of Governors? **No**


# Compliments, Comments and Complaints Policy

Policy Ref: TMP21v7

## Record of Changes

Version	Issue Date	Changes	Initials
v1	July 2019	Initial issue	JM/CF
v2	July 2020	General procedural review, references updated, formatting changes	JM/CF
v3	July 2021	Annual review, references checked and updated	JM/CF
v4	July 2022	Annual review, references checked and updated	JM/CF
v5	July 2023	Annual review, references checked and updated	JM/CF
V6	April 2024	Section added relating to child protection / safeguarding concerns	JM/CF
V7	July 2024	Annual review, references checked and updated	JM/CF

## Board of Governors Approval History

Version	Approved by	Signature	Date
v4	Dominic Kohl, Chairman of the Board of Governors		July 2022

Date of Next Policy Review: July 2025

## Definition

Throughout this policy document **TMP Studios CIC** is referred to as 'TMP College'.

Customers are defined as: Learners, External customers using TMP College facilities, Businesses, Organisations or individuals that TMP College works with or has a business relationship with.

## Introduction

TMP College strives to achieve the highest standards of customer service for all. This policy outlines how TMP College will deal with compliments, comments and complaints from customers and service users.

TMP College is committed to having a formal Compliments, Comments and Complaints Policy and Procedure which allows customers to provide valuable feedback about our products and services. This will ensure that we provide quality services for our customers and are responsive to their needs.

The purpose of the Compliments, Comments and Complaints Policy is:

- To encourage customer feedback
- To provide effective means for people who use TMP College's services to provide feedback, whether positive or negative
- To confirm the individual's right to complain or share their opinions
- To ensure that compliments, comments and complaints are dealt with effectively and impartially
- To direct that complaints should be resolved:
  - as quickly as possible
  - as close to the point of delivery as possible
  - fairly (for all parties)
  - with the minimum of inconvenience to the Complainant
  - In a consultative manner and with the aim of agreeing a solution
- To ensure that we respond to all suggestions, whether positive or negative, in a prompt, courteous and confidential manner
- To provide a framework for the delivery of the Compliments, Comments and Complaints Procedure

The Compliments, Comments and Complaints Policy will not be used to deal with staff disciplinary issues or staff grievance issues. TMP has a separate Staff Disciplinary Policy in place to cover these areas.

In some instances, a reported complaint might lead to an investigation under a separate policy. In this case the customer will be kept informed as appropriate.

TMP College does not entertain anonymous complaints in all but the most exceptional of circumstances.

TMP College takes the issue of malicious complaints very seriously. If, after investigation, a complaint is considered to have been made maliciously and/or without foundation then this could, if appropriate, result in disciplinary action against the person making the complaint.

All complaints and compliments are associated with TMP College and not with individual members of staff.

The objective of the complaints process is to investigate and improve the services that we offer and to be accountable to our customers and service users. The policy of TMP College is to respond to all suggestions, whether positive or negative, in a prompt, courteous and confidential manner. All complaints will be treated seriously.

All complaints will be dealt with fairly and decisions will be made on the balance of probabilities.

Any customer who feels that TMP College has not dealt effectively with their complaint may be referred to the relevant Prime provider. Customers will be informed of further details once the College process is exhausted.

The Compliments, Comments and Complaints Procedure below will detail minimum expectations, timelines, responsibilities and the agreed process for responding to Customer feedback.

## **Objectives**

The objective of this procedure is to:

- Implement the Compliments, Comments and Complaints policy for TMP College
- Ensure that TMP College responds to all suggestions, whether positive or negative, in a prompt, courteous and confidential manner in accordance with our customer service strategy
- Welcome feedback as an opportunity to improve the services that we offer
- Encourage a culture of openness around compliments / comments / complaints
- To direct that complaints should be resolved:
  - as quickly as possible
  - as close to the point of delivery as possible
  - fairly (for all parties)
  - with the minimum of inconvenience to the Complainant
  - in a personal way, observing best practice for customer service
- Ensure that customer compliments, comments and complaints are used to develop overall improvements to the way that we work.

## **Compliments and Comments Handling Procedure**

All compliments and comments should be properly acknowledged and the customer thanked for their feedback.

Compliments or comments received in writing should be acknowledged in writing

Whoever receives a compliment or comment should pass it on to the Principal in order that TMP College's Senior Management Team can understand customer feedback and drive recognition of good performance.

## **Complaint Handling Procedure**

### Informal Complaints - Complaint handling formula

All compliments, comments and complaints will be treated seriously but should be dealt with informally in the first instance whenever possible and addressed at the point of delivery.

All team members are involved in customer service so may be involved in handling informal complaints. Team members dealing with a complaint should work to the following simple formula:

- Listen
- Ask questions
- Agree a solution – check satisfaction
- Implement the solution as soon as practically possible
- Follow up and check satisfaction

The aim should be to deal with less significant issues in an informal way at the point of service delivery to ensure a speedy resolution.

### Internal Customers – Learners

In the first instance, learners should discuss their complaint with their Tutor. Many problems can be resolved with this direct interaction. If an immediate resolution is not possible, or the learner is not satisfied with the outcome, they should inform their Tutor or another member of the staff team who will ensure that the matter is investigated informally. The member of staff will try to identify an informal solution to the problem.

If the learner is not satisfied with the proposed informal solution, they may choose to then make a formal complaint to the Principal. Copies of all formal complaints will be stored within the learner's file. A comments/complaints form can be obtained through Reception (see Appendix 1).

## External Customers

External customers are individuals, groups or organisations using TMP College facilities and businesses, organisations or individuals that TMP College works with or has a business relationship with.

Informal feedback should initially be directed to a member of staff within the area where the complaint is based. Complaints can often be resolved with this direct interaction

However, if the customer is not satisfied with the outcome then they may choose to then make a formal complaint to the Principal

## Safeguarding/ Child protection concern

In the event that any comments or complaints are received which may raise a Safeguarding or child protection concern, no matter how small the risk, it is important to follow the procedures set down in TMP College's safeguarding policies (TMP1 and TMP2).

All concerns should be reported without delay to the Designated Safeguarding Lead, Deputy Safeguarding Lead and followed up in writing. Appendix 2 contains a flowchart detailing the steps to be taken when reporting safeguarding concerns at TMP College. This flowchart is displayed in staff areas of all campuses of TMP College.

## Formal Complaints

If the customer is not satisfied with the informal resolution to the complaint then the formal complaints process begins. Alternatively, a complaint can immediately be dealt with through the formal process if it is made direct to the Principal and/or it is deemed serious enough to warrant the formal procedure.

The Principal is responsible for logging and monitoring complaints but will not usually deal directly with complaints. TMP College's policy is that complaints should be dealt with as close to the source of the complaint as possible – usually by the head of the department about which the complaint has been made.

A formal complaint is one received in writing via letter or email or made over the telephone to the Principal. Alternatively, a complaint initially dealt with informally can be made formal at the request of the customer or if it cannot be resolved informally. TMP College will not ask customers to put complaints in writing in order to trigger the formal complaints process

Formal complaints must be logged, investigated and the outcome recorded. The Principal is responsible for monitoring complaints so must be made aware of formal complaints as soon as they are received.

Scanned/emailed copies of all complaints should be sent to the Principal as soon as they are received

Notes of any telephone conversations should be taken and copies kept of all correspondence by the complaint owner.

#### Stage 1 – Receipt of complaint/processing/immediate response

Once the complaint has been received it is forwarded (ideally within 2 working hours) to the Subject Lead for the relevant Department. Email should be used whenever possible.

This person then becomes the owner of the complaint

The complaint owner should contact the customer IMMEDIATELY (within 2 working hours or by 24 hours at the latest), by telephone if possible, to explain that they are dealing with the complaint, to give the customer their contact details and to agree the timeframe for resolution.

#### Stage 2 – Investigation/Agreement of resolution/Confirmation of resolution

The complaint owner takes the following action:

- Investigate the complaint by interviewing staff or customers as necessary. Notes should be taken of phone calls and meetings
- Agree the resolution with the customer within two working days of receipt of the complaint or within the previously agreed timeline
- Resolution should be presented/agreed in person where possible or, failing that, by telephone. Resolution should only be presented in writing if no other contact details are available or if specifically requested by the complainant
- The target timeframe to agree a resolution to a complaint with all customers is within two working days of receipt. This may not be possible in complex cases, in which case the customer should be informed of the proposed time frame to agree a resolution
- If the customer is satisfied then inform the Principal of the agreed resolution and follow up in writing to the customer to confirm it within a further 5 working days

#### Stage 3 – Escalation

If the customer remains dissatisfied, then the complaint is escalated.

The Principal is now the complaint owner and will do the following:

- Contact the customer IMMEDIATELY to explain that they are now dealing with the complaint and to agree the next step – in most cases this will be a face-to-face meeting
- Write to the customer to confirm that they are dealing with the complaint and to provide a copy of the TMP College Compliments, Comment and Complaints Policy
- Meet with the customer or speak on the telephone and agree a solution/give a response
- Follow-up in writing

#### Stage 4 – Appeal

In exceptional circumstances, if the customer is still not satisfied after the previous steps they may appeal in writing. The appeal will be dealt with by an appropriate member of the Board within 14 days who will consult with colleagues who have been involved in the complaint, meet with the complainant to hear the appeal and give a final decision.

#### Stage 5 – Final Appeal

In very exceptional circumstances, if the customer is still not satisfied after the previous steps then the Chair of the Board will hear the final appeal and take advice from prime providers or other external sources where necessary.

#### General Notes on Formal Complaint Handling Procedure

All complaints will be considered as complaints against TMP College and not against individual members of staff.

Notes will be kept of meetings, of every communication either from the complainant or from the College, and all telephone calls and this information will be copied to the Principal, and a copy kept in the learners file.

All complaints will be treated as confidential and will be handled with sensitivity by the investigating manager.

#### Monitoring and Quality Assurance

The Principal will present regular updates on live complaints to the Board and an annual report 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.

The Board will be responsible for investigating and responding to any queries arising from the annual report.



## Appendix 1: Complaints/ Compliments Form



### Complaint/ Compliment Form

All complaints and compliments will be dealt with in accordance with TMP Policy *TMP21*

*Compliments Comments and Complaints Policy*

Complaint/Compliment Number (FOR OFFICE USE ONLY)	
--	--

Are you raising a Complaint or a Compliment?	
Name	
Address	
Telephone Number	
E-mail Address	
Course Details	
If a third party is acting a representative, please provide details	
Do you believe you complaint/compliment is directly related to one of the protected characteristics lists? • Ethnic or racial groups • Gender • Disability (Including learning difficulty, cognitive impairment) • Mental Health (Including wellbeing) • Age • Sexual orientation • Religious belief • Socio-economic status • Transgender or transsexual • Pregnancy and maternity	



### Complaint/ Compliment Form

All complaints and compliments will be dealt with in accordance with TMP Policy *TMP21*

*Compliments Comments and Complaints Policy*

Details of Complaint/ Compliment	
-------------------------------------	--

Signature	
Date	

<b>FOR OFFICE USE ONLY. Complaint/ Compliment received (please tick as appropriate below)</b>				
Verbally <input type="checkbox"/>	In Writing <input type="checkbox"/>	Telephone <input type="checkbox"/>	E-mail <input type="checkbox"/>	Third Party <input type="checkbox"/>
Date Received .....		Date Closed .....		
Action Taken .....				
.....				
.....				
Time Taken to Complete .....				
Appealed: Yes/No		Upheld: Yes/No		Category:.....
Signature.....				

## Appendix 2: Child Protection & Safeguarding Flow Chart

### 'What to do if you are worried a child is being abused, at risk of harm or neglect'

#### Actions where there are concerns about a Learner's welfare in and outside of school

- Be alert to signs of abuse, question unusual behaviour or changes to presentation.



#### Where a learner discloses abuse, neglect, sexual violence, sexual harassment, online harm

- Listen to what they say, keep calm, reassure they are right to tell, and you will take action to help keep them safe.
- Inform them you need to share the information and what you are going to do next.
- Do not promise confidentiality, you will need to share/report the information to appropriate services.
- DO NOT DELAY, take immediate necessary action to protect the learner and ensure that the DSL on site is informed or a DSL on another site or a member of SLT in the DSLs absence.
- Do not question further or inform the alleged abuser.



#### Discuss concerns with the DSL or a Deputy DSL

- The DSL will consider further actions including consultation with the Children First Partnership Hub.
- Concerns and discussions, decisions and reasons for decision should be recorded in writing and a 'safeguarding event' should be opened on Databridge.
- At all stages, the learner's circumstances should be kept under review and re-refer if concerned to ensure the learner's circumstances improve – **the learners best interests must come first.**



#### Still have concerns? Refer to Children first partnership hub

Have the learner/families' personal details to hand and be clear about the concern/allegation to complete referral form



#### Safeguarding concern resolved/ no longer held

Support has been agreed, record decisions and any follow up actions needed



#### Childrens First Partnership Hub 01942 828300

Where safe consider **Early Help Service**

**If the child is at immediate risk dial 999 for assistance**

Record all decisions and actions, working to agreed outcomes and within timescales. Escalate any emerging threats/concerns by adopting Wigan Safeguarding Partnership Procedures.

<https://www.wiganlscb.com/Professionals/Report-it->

**NSPCC  
Whistleblowing  
Tel: 0800 028 0285  
Police Tel: 101**

**Unmet needs identified** Decide what actions are needed to support the learner



**Consult with the child, young person, family and relevant agencies:** Agreed support and refer to MASA guidance <https://www.wiganlscb.com/Docs/PDF/Professional/MASA-Document-March-21.pdf>

## **Appendix 1 (Cont..)**

Contact: For allegations/concerns regarding an adult who works with children contact LADO lado@wigan.gov.uk TEL: 01942 486042. Outside of office hours contact the Children's First Partnership Hub: 01942 828300.

**TMP DSLs: Jen Speed, Julie Bebe, Kim Pulman, Katie McKnight**