

# Compliments, Complaints & Feedback Policy

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To support our commitment to Sustainable Development Goals, the policy has identified three SDG's it is working towards. The full list of SDGs can be found here - [THE 17 GOALS | Sustainable Development \(un.org\)](#)  
Please identify the goal, a target and current position.

Goal	Target	Current position
Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	The college is committed to ensuring that teaching, learning, and assessment supports learners to achieve as well as they can, and progress to their chosen destination, whilst adhering to appropriate procedures.	2.
Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	The college must be accountable and ensure that its procedures are fair, inclusive and equitable to all and policies such as this one ensure this is the case.	2.
Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	The college aims to create conditions that ensure students leave LCB with skills to engage in full and productive employment.	2.

- 1. Sector leading
- 2. On target
- 3. Below target
- 4. Not started

## **Introduction**

Leeds College of Building aims to provide an excellent service to all its customers but understands that sometimes, our customers may have cause to complain. The College also recognises that students have a right to make a complaint or voice a concern, and the feedback may help staff and the College to learn valuable lessons and improve the quality of the service provided to students and the wider community.

The College believes that its staff and College processes should be credible, reliable and that all students and stakeholders should enjoy good relations with college staff. This is underpinned by the principle that all College Policies and Processes should be designed to ensure they benefit students. Therefore, the College will aim to ensure complaints are dealt with swiftly and, wherever possible, trust is restored with students and relevant stakeholders. For the purposes of this Policy, a complaint is defined as; “an expression of dissatisfaction by one or more students, parents/carers/guardians of students under the age of 18 (or up to the age of 25 for students with Education, Health and Care Plans), employers, other stakeholders or members of the public, about a provider’s action or lack of action, or about the standard of service provided by or on behalf of the provider.” This may be related to but not limited to:

- A failure by the College to meet obligations including those outlined in course/student handbooks or a student charter.
- Misleading or incorrect information in prospectuses or promotional material and other information provided by the College.
- Concerns about the delivery of a programme, teaching or administration, including, where applicable, that provided by a partner provider.
- Health & Safety, Safeguarding, or Equality, Diversity and Inclusion Issues.
- Poor quality of facilities, learning resources or services provided directly by the College.
- Complaints involving other organisations or contractors providing a service on behalf of the College.

The Policy complies with best practice guidance for handling complaints from the Education Skills and Funding Agency, the Office for Students and the Office of the Independent Adjudicator.

## **Purpose**

The Policy will aim to achieve the following purposes:

- a) To provide information to students and College staff about the College’s Complaint Policy and Procedures.
- b) To ensure that complaints are dealt with swiftly and wherever possible, trust is restored with students and relevant parties.

## **Applicability and Scope**

This Policy applies to compliments, complaints and feedback relating to the College’s Further Education, Higher Education or Continuing Professional Development courses. The Policy will also apply to complaints received from members of the local community or those who are affected by the College’s activities.

Compliments, complaints and feedback may be submitted by students, parents / carers /guardians of students under the age of 18 (or up to the age of 25 for students with Education, Health and Care Plans), employers, other stakeholders or members of the public.

It is not expected that fundamental Policy differences will exist between Leeds College of Building and institutions who are delivering courses on behalf the College. Every effort should be made to ensure compatibility between the respective Policy and procedure documents.

Compliments, complaints and feedback policies for subcontracted programmes run by partner institutions are the responsibility of the partner institution and are not covered by this policy.

All partner institutions are required to have appropriate Complaint Policies, Procedures and Practices in place.

A vexatious or malicious complaint is defined as a complaint which is deemed unreasonable or untrue, having been put forward so as to abuse the complaints procedure, or an attempt to defame the name or character of another person. In cases where a complaint is considered to be vexatious or malicious, the College reserves the right to terminate the investigation of the complaint and may consider an alternative process to address the issue (including disciplinary action against the complainant or referring a matter to the Police).

Multi-Issue Complaints; If a complaint identifies several issues which fall within the remit of other procedures (for example, an admissions decision or an academic appeal), the content of such complaints will be reviewed in accordance with the specific Policy and process outlined in the area of College activity, department or service. In such circumstances, the complainant will then be notified and directed to the relevant Policy.

### **Compliments and Feedback**

The College welcomes feedback from all users and beneficiaries of the college's services. There are a number of options available to individuals, organisations and groups to provide compliments and feedback to the College. This can include:

- Student Surveys
- Employer Surveys
- Feedback to staff
- Letters or emails to staff

Individuals can also email a compliment or feedback to the Quality Unit by contacting the Quality Improvement and Enhancement Co-ordinator through the following channels:

Telephone: 0113 222 6013

Email: [qualityunit@lcb.ac.uk](mailto:qualityunit@lcb.ac.uk)

Postal address: Leeds College of Building, North Street, Leeds, LS2 7QT

### **Fairness and Transparent Admissions**

All individuals should expect and receive fair and reasonable treatment during the investigation of a complaint by all staff at Leeds College of Building. Decision making will be unbiased and transparent. Complainants are entitled to receive more detailed feedback on a decision if this is requested.

## **Equality, Diversity and Inclusion**

Leeds College of Building recognises that it is an integral part of the local and wider community. The college serves the needs of a wide range of individuals from the diverse ethnic and social mix of multicultural Britain. The College adheres to the Equality Act 2010, values difference and recognises that people with different backgrounds, skills, attitudes and experiences bring fresh ideas, perceptions and encourage harmony and understanding in the College community.

The College will not discriminate against a complainant on any characteristics such as disability, race, gender, ethnicity, sexual orientation, age, religion, political beliefs or socioeconomic status.

The College will also monitor complaints to the College by ethnicity, gender, disability, religion, age and sexual orientation.

### **Special Educational Needs, Mental ill Health or Disability (inc. medical or health conditions)**

The College welcomes disabled students and has a dedicated team providing support, advice and guidance to those students.

If there are overriding concerns relating to fitness to study, ie:

- A presentation of a serious mental ill health issue,
- A learning disability which may restrict a student in engaging with the process, or
- Incidents which cause disruption to the College's ability to provide a service or comply with a relevant legal duty)

the complainant will be involved in discussions to explore options and, if necessary, to find a suitable alternative way of dealing with the complaint. In such circumstances, the Investigating Officer will close the complaint and refer the matter to an alternative procedure.

### **Personal Data**

Information held by the College in relation to a complaint, will be treated in confidence, in line with the Data Protection Act 1998 and the GDPR. The Complaint will not be discussed with third parties, unless consent has been granted by applicants.

If a crime has been committed, the College may share information with, or refer the matter to, the Police. This will be done in line with the rights of the individual.

Complainants have a right to access personal data held about them by the College by making a 'Data subject access request'. Information on how to do this can be found on the College's website [www.lcb.ac.uk](http://www.lcb.ac.uk).

## **The Complaints procedure**

### **Stage 1 - Informal Resolution or Mediation:**

It is easier for the College to resolve complaints if individuals raise them as soon as they become aware of the issue, and directly to the service concerned. We always advise individuals to talk to a member of staff within the department they are complaining about so that they can try to resolve any problems as they present. Individuals will be expected and encouraged to discuss their complaint with the relevant department and if they have not done so, they may be referred back to the department. If individuals do not feel able to speak to anyone in the area about which they are complaining, they should explain this when completing the complaint form.

### **How to submit a formal complaint**

Individuals are required to complete the Complaints form (in Appendix 1) or email [qualityunit@lcb.ac.uk](mailto:qualityunit@lcb.ac.uk).

When complaining, tell us: your full name and address, as much as you can about the complaint, what has gone wrong and how you would like us to resolve the matter.

The College may provide advisory support to an individual to help them to draft their complaint or appeal if this is requested. This will be limited to advice on College Policy and Procedure and may also include reasonable adjustments for a student who has declared a disability. Please contact the Quality team on the phone number below where we will be happy to help transcribe a complaint should this be required.

Telephone: 0113 222 6013

Email: [qualityunit@lcb.ac.uk](mailto:qualityunit@lcb.ac.uk)

Postal address: Leeds College of Building, North Street, Leeds, LS2 7QT

What will happen once the complaint is received?

### **Stage 2 – Formal**

The College will acknowledge the complaint, normally within five working days.

The complaint will be assigned to the Head of Faculty and/or member of the College Leadership Team/Strategic Leadership Team who holds responsibility for the College activity, department or service for investigation.

The Manager may delegate the investigation of the Complaint to the relevant Business Support Manager, Curriculum Manager or another manager (if they have not been involved with the matter). They will aim to complete their investigation within ten working days. If there is any delay, the College will let you know.

The Manager investigating your complaint may contact you to discuss your case in more detail.

Once the investigation is complete, the Manager and/or the Quality unit will communicate the decision in writing to the complainant. They will provide them with clear reasons on how the decision was reached.

### **Stage 3 – Appeal to the Principal**

If the complainant is dissatisfied with the outcome of the formal stage, they can request a review if they feel the decision was made unfairly. The complainant must submit the appeal using the Complaints form in 'Appendix 1' within 10 working days of receiving the decision at Stage 2 or email [Qualityunit@lcb.ac.uk](mailto:Qualityunit@lcb.ac.uk).

At Stage 3, the Principal or a member of the Strategic Leadership Team will review the decision at Stage 2. A request for a review may be limited to the following grounds, but not confined to:

- a review of the procedures followed at the formal stage
- a consideration of whether the outcome was reasonable
- new material evidence which the complainant was unable, for valid reasons, to provide earlier in the process.

An appeal under the Policy will be accepted if the complainant indicates one of the following: The decision maker did not take relevant information into account and this led to an incorrect or unfair decision being reached.

There is evidence of prejudice or bias relating to an equality and diversity issue and this has influenced the outcome.

There is evidence that procedural irregularities have occurred.

The complainant must state clearly which part of the decision they disagreed with and why. If the complainant has not indicated clearly a reason why an appeal should be heard then the appeal may not be accepted, or this may delay the timescale for responding to the appeal.

The complainant will also be required to provide evidence of the unfair treatment if they are submitting an appeal (or they must indicate any lines of enquiry which the reviewer should take).

Once the Appeal is received:

The College will acknowledge the appeal, normally within five working days.

The appeal will be assigned to the Principal.

The Principal may delegate the appeal to the relevant Manager (if they have not been involved with the matter). They will aim to complete their investigation within ten working days. If there is any delay, the College will let the complainant know.

The Principal / Manager investigating the complaint may contact the complainant to discuss their case in more detail.

Once the investigation is complete, the Manager will communicate the decision in writing to the complainant. They will provide them with clear reasons on how the decision was reached. The decision of the Principal will be final.

### **Complaint against the College Principal**

In the unlikely event of a complaint against the Principal, the complaint details will be passed to the College's Director of Governance to the Corporation who will refer it to the Vice Chair for investigation and then pass to the Chair if the complainant is dissatisfied with the outcome and wants to appeal.

### **Monitoring and Review**

Regular reviews of the policy will take place and the process will be adapted to recognise relevant information around the issue of compliments, complaints and feedback.

**LEEDS COLLEGE OF BUILDING  
APPENDIX 1 FORMAL COMPLAINT FORM**

Leeds College of Building is committed to providing a high standard of service for all its students, clients and visitors. Your comments and/or suggestions will help us to continually improve our service.

You do not have to give us your contact details, but if you don't, this may mean we cannot investigate your complaint fully. If you want a response to your complaint you will need to provide your contact details.

**Your contact details:**

<b>Name:</b>								
<b>Course (Students):</b>		<b>Company Name (Employers):</b>						
<b>Address:</b>		<b>Email:</b>						
		<b>Telephone No:</b>						
		<b>Date:</b>						
<b>Postcode:</b>								
<b>Please place X in the appropriate box</b>	<b>Student</b>	<input type="checkbox"/>	<b>Visitor</b>	<input type="checkbox"/>	<b>Employer</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/>
<b>Tell us what happened, what you have done so far to resolve the issue (Stage 1 of the Complaints Procedure), the response(s) from staff you have already had to date, and what outcome you want from the College as a result of this formal complaint.</b>								

When you have completed this complaint form please send it to the Quality Improvement and Enhancement Co-ordinator via: email ([qualityunit@lcb.ac.uk](mailto:qualityunit@lcb.ac.uk)), hand in at a reception desk or administrative office in any of the College's buildings or by post to Quality Improvement and Enhancement Coordinator, Leeds College of Building, North Street, Leeds, LS2 7QT.

<b>For office use only</b>			
<b>Complaint Reference:</b>			
<b>Received in Quality Unit by:</b>		<b>Date:</b>	
<b>Acknowledgement sent by:</b>		<b>Date:</b>	
<b>Assigned by Quality Improvement &amp; Enhancement Manager to:</b>		<b>Date:</b>	
<b>Sent for investigation by:</b>		<b>Date:</b>	
<b>Tracking notes:</b>			
<b>Outcome sent by:</b>		<b>Date:</b>	