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Policy Title:	Compliments, Comments & Complaints Policy
Issue date (m/y):	11/2021
Author(s):	Deputy Principal
Approved by:	SMT
Last Review:	08/23
Next Review date:	08/24
Reviewed:	Annually
Related Policies & Procedures:	UoS Student Complaints Procedure Internal Appeals Policy Grievance Procedure Student Involvement Strategy Management of Courses Guidance

Equity Impact Assessment

Components Components Components

		Yes	No	Comments
1	Do staff, partners, or vendors have the potential to be impacted by the proposed project?			
	Race or ethnicity	No		
	Disability	No		
	Gender	No		
	Religion or belief	No		
	Sexual orientation	No		
	Age	No		
	Marriage and Civil Partnership	No		
	Maternity and Pregnancy	No		
	Gender Reassignment	No		
2	Is there a potential for the project to impact on the environment?	No		
3	Is there a potential for the project to impact on the community or the environment?	N/A		
4	Is there a potential for the project to impact on the environment?	No		
5	Is there a potential for the project to impact on the environment?	N/A		

AI

The College aims to:-

- 4.1 Encourage the complainant (person raising the issue of concern or dissatisfaction) to resolve their issue through informal procedures in the first instance. For complainants

Most serious – requires Executive response (may be a complaint not resolved at Curriculum Area or Departmental level). The Executive Team comprises of the Deputy Principal and Deputy CEO, whereby the relevant Executive member will investigate the issues raised in the complaint.

All compliments or complaints should be submitted
<https://www.suffolk.ac.uk/about/contact-us/compliments-complaints/>

EXECUTIVE CONCERNS AND COMPLAINTS

All concerns and complaints will be considered genuine, but if found to be unfounded they will not be classified or recorded.

Wherever a concern or complaint is received, it will be logged by the Curriculum Administrators (see Appendix 2 for details). The Executive EAs will log all complaints they receive at Executive Level

If a person is not satisfied with the response or the outcome of a complaint, they may wish to contact the relevant person or the Executive Team.

EXECUTIVE CONCERNS AND COMPLAINTS

All 'cause for concerns' should normally be resolved within five working days and the outcome communicated appropriately.

All 'serious' and 'most serious' complaints should normally be resolved (or an update provided to complainant) within ten working days of receipt and the outcome communicated.

All 'cause for concern' and 'serious' complaints may be escalated to the next level if the complainant remains dissatisfied. The Executive response is final (see Section 8 for taking your complaints further).

The College treats all complaints seriously, however in circumstances where a complaint has been responded to but continues to be made in a malicious or vexatious way, the College reserves the right to refuse to respond in any further way.

APPEALS

If the complainant remains dissatisfied once the Executive has responded, the complainant may write to the Education & Skills Funding Agency. A link to their guidance can be found in Appendix 3.

Suffolk New College

College of Arts and Sciences

Academic Year:

Current Area / Department:

Dist Rec'd:	Dist A:	Component student number	General student	Elementary student	Advanced student	Professional student
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<https://www.gov.uk/government/publications/complaints-about-post-16->