

## 1. POLICY STATEMENT

We are committed to ensuring that all our customers are satisfied with the programmes, services and facilities we provide. We will ensure that our customers are able to express their views on their experience of the College in order that high levels of customer satisfaction are achieved. We will deal with people - their suggestions for improvement and complaints about any aspect of our programmes, services or facilities - effectively and efficiently within published timescales.

For our Higher Education provision, the College will meet the requirements of the QAA codes of practice in particular Section 5 Academic Appeals and Student complaints on academic matters. In some instances, the University complaints process may be open to you. In all instances, you will be able to contact the Office for the Independent Adjudicator for Students in Higher Education (OIA) if you are dissatisfied with the outcome of a complaint and subsequent appeal.

We will provide an annual report on our feedback processes, including surveys, focus groups and suggestions and complaints, in addition to any compliments received, to the College Corporation for monitoring and evaluation. An evaluation of feedback by relevant demographics will be undertaken to evidence the impact of the College's Equality Scheme.

## 2. POLICY CONTEXT

This policy and associated procedure applies to all staff, activities and functions because it encompasses all aspects of provision and services, which affect our customers. Specifically, the purpose of the policy is to ensure there is a proactive and co-ordinated approach to the management, maintenance and review of all our services. As such, there must be a close relationship to the College Mission Statement, Strategic Plan and other supporting documentation, including:

- College Equality Duties
- College Self-Assessment
- QAA codes of practice
- OIA
- Corporate Manual, including all our quality assurance processes
- Learner Voice, Parental Voice, Survey and Focus Group Outcomes

## 3. LOCATION AND ACCESS TO THE POLICY

The Customer Care Policy and supporting policies and documents are available via Share Point on the College Network. A copy of the Compliments, Complaints and Suggestions will be made available to all within our Reception and Student Service areas.

## 4. POLICY STATUS

Responsibility:	Leon Dowd – Vice Principal, Quality & People	
Approved by:	Senior Leadership Team	
Issue Date:	March 2018	
Review Date:	September 2020	Reviewed By: Kim Sheldon – Quality Improvement Manager
Review Date:	September 2021	Reviewed By: Kim Sheldon – Quality Improvement Manager
Next Review Date:	September 2022	

# CUSTOMER CARE POLICY

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Review/Change History:

<b>Version</b>	<b>Description/Detail of Update &amp; Name of Person who has carried out Update</b>	<b>Approval</b>	<b>Date of Issue</b>
1	Reviewed by KSh	Not required	Sept 2020
1	Reviewed by KSh	Not required	Sept 2021