



1Wirral Met Logo

Comments, Compliments and Complaints Policy and Procedure

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Comments, compliments and complaints

This policy and procedure tells you:

- **how to provide constructive feedback to help us improve our services**
- **how to tell us if you think we are doing well**
- **how to complain if things go wrong**

At Wirral Met College we are committed to providing a high standard of service. This Policy and Procedure aims to support students, potential students, former students, employers, stakeholders and the general public in communicating with us by telling us when we do things well, and when we don't do things as well as you would like.

By letting us know, we can use your experience to improve our service. We want to learn from your experiences and if you compliment us on doing something well, we can ensure that this good practice is shared. If you are not happy with our service, or have any suggestions on ways we could improve things, we would also welcome your feedback.

This policy and procedure will be applied consistently and fairly, regardless of age, disability, gender identity, race, religion or belief, sex, sexual orientation, pregnancy and maternity, status and marriage or civil partnership status in respect of unlawful discrimination.

What if I have an idea or suggestion of how to improve something at College?

Students - If you have an idea or suggestion that could help us to improve your college experience, please summarise it and send to the Student Enrichment and Engagement Manager at student.voice@wmc.ac.uk

Your ideas will be considered every term, and each entry will be entered into a number of prize draws throughout the year to win shopping vouchers and lunch vouchers. Feedback will be provided via the scheduled Student Representative Committee meetings.

Employers - If you have an idea or suggestion that could help us to improve our services please contact our Business Development Team summarising your proposal using any of the methods below.

By Email: employer.services@wmc.ac.uk

By Phone: 0151 551 7610

How do I compliment the College?

You can write to the Principal to briefly outline why you are so pleased. The Principal will ensure that the staff and teams involved are informed and we will use your feedback to share and inform this good practice in other areas. If you want to acknowledge the service or support of a particular member of staff, you can also nominate them for a Student Experience STAR Award. This is an annual awards scheme, run by our Students' Union. For more information on this please contact the Students' Union at student.union@wmc.ac.uk

What should I do if I am not happy about something at College?

If your complaint involves discrimination or harassment of any kind, you should ensure that the incident is reported immediately to a member of staff. If you are unsure who to contact, please contact Student Services at Reception, call 0151 551 7777, or email the Quality of Education team at complaints@wmc.ac.uk

Please note that we will not investigate anonymous complaints and we require any complaint to be raised within 2 weeks of the issue occurring.

Any allegation made against a member of staff/volunteer regarding abuse (physical, emotional or sexual) or neglect made in the form of a complaint, will be dealt with under the Safeguarding, Protection and Promoting the Welfare of Children and Adults at Risk Policy and Procedure.

Concerns raised regarding admissions, student or apprentice disciplinary, GCSE resits, academic or fee appeals will be dealt with under their separate policies.

Who can help me with the complaints process?

Our Student Services or Quality of Education teams can assist you with any aspect of your complaint. Students can also seek assistance from the Students' Union. If you require someone else (a carer, advocate or parent) to make a complaint on your behalf, we will need your permission to investigate the points raised.

How can I try to resolve my complaint quickly?

Stage 1 - Informal process

Student/apprentices

If you are unhappy about any aspect of our service, it is hoped that we can resolve your concerns quickly and informally. In the first instance, please raise your issue with the most appropriate member of staff. This is likely to be the subject teacher/assessor, pastoral coach, Head of Department, or a member of staff in Student Services, Employer Services or the Students' Union. If you need help signposting you to the relevant member of staff, please contact the Quality of Education Team.

Complaints resolved informally at Stage 1 of the process are recorded in the department's informal complaints log with documentation retained for two years.

However, if your complaint remains unresolved after 10 working days, please refer to Stage 2 – Formal Process.

External Complaints

If any other person who wishes to raise a concern about any aspect of the college activity, the concern should be raised in the first instance with the Quality of Education team. It is expected that day to day concerns will be resolved promptly and informally.

How do I make a formal complaint?

Stage 2 - Formal process

If you have been unable to resolve your issue at Stage 1, please email complaints@wmc.ac.uk or contact the Quality of Education Team who will explain how you can progress your complaint to the formal Stage 2 process. All complaints will be treated in strict confidence. However, you should be aware that it will be necessary to investigate your complaint fully and this may involve speaking to any people involved. At each stage in the complaints procedure, you will be advised of what you are required to do. The Quality of Education Team will nominate an appropriate member of the College management team to investigate your complaint.

Your complaint will be acknowledged within 2 working days and we would expect to complete the investigation, and provide you with a full written response, within 10 working days. If the circumstances require a longer period to fully investigate your complaint, we will write and inform you.

On completion of the investigation the investigating manager may:

- Propose and amicable resolution
- Uphold or partially uphold the complaint, offering an apology and providing details of what has been done to address/resolve the complaint
- Dismiss the complaint as unfounded and provide a summary explanation

What if I am not happy with the outcome of my formal complaint?

Stage 3 - Appeal process

If you are dissatisfied with the outcome of our investigation, you have 5 working days to submit an appeal. In these circumstances, you must formally confirm to the Quality of Education team which aspects of the Stage 2 outcome you wish to appeal. The grounds of your appeal will then be reviewed by a member of the Senior Leadership Team who has not been involved in Stage 2 of the process.

Their decision is the final stage of the process, and you will be informed of the outcome, in writing, within 10 working days. If the circumstances require a longer period to fully consider your appeal, we will write and inform you.

FE Students - If following the Stage 3 – Appeal Process you remain dissatisfied with the outcome, you may want to pursue the matter externally by contacting the relevant awarding organisation or The Department of Education.

Higher Education students - If following the Stage 3 – Appeal Process you remain dissatisfied with the outcome you may want to pursue the matter externally by contacting the Office of the Independent Adjudicator or the relevant validating awarding body. You will be issued with a completion of procedures letter from the HE Administrator.