



Customer Service and Complaints Policy 2022 - 2023

Equality Impact Assessment: Askham Bryan College recognises the importance of the Equality Act 2010 and its duties under the Act. This document has been assessed to ensure that it does not adversely affect staff, students or stakeholders on the grounds of any protected characteristics.

1. POLICY STATEMENT

- 1.1 Askham Bryan College is committed to providing excellent customer service and we continually seek ways to improve quality and the student experience, aligned to the priorities set out in the College Strategy 2021-26. Askham Bryan College defines its customers as any person who comes into contact with the organisation, either as an internal or external service user.

2. DEFINITIONS

- 2.1 This policy and procedure refer to anyone defined as a customer, as per 1.1 of this Policy (above).
- 2.2 However, where appropriate and relevant, this policy extends to all stakeholders and includes students, parents/guardians, actual or potential sponsoring employers, the Corporation, Education and Skills Funding Agency, the Office for Students, awarding bodies, validating universities, Professional Statutory Regulatory Bodies, the local community and College employees.

3. PRINCIPLES

Askham Bryan College is committed to thoroughly investigating any customer complaints, provide a response and ensure that any outcomes are used to inform quality improvements.

3.1. The College aims to:

3.1.1 Set clear standards of service and promote continuous improvement

- Achieve and maintain excellence in customer service and encourage all staff, throughout the organisation, to make a positive contribution to achieving this;

Version: December 2022	Next Review: August 2023	Author: Vice Principal (Quality)	SLT Owner: Vice Principal (Quality)
------------------------	--------------------------	----------------------------------	-------------------------------------

CUSTOMER SERVICE AND COMPLAINTS POLICY 2022 - 2023

- Consult with its customers about the quality of its services and thus provide opportunities for them to give feedback on their experiences, for example, through questionnaires and focus groups;
- Encourage colleagues to have an open and positive attitude towards any comments, suggestions and complaints made and to regard these as a valuable means of improving services to customers;
- Resolve a complaint informally at the lowest possible level and put the matter right as soon as possible. Where it is not possible to resolve a complaint informally, then the matter should be put in writing so that it can be investigated by a more senior member of staff;
- Set challenging and realistic service standards (targets) for all cross-college service areas and curriculum activities;
- Inform customers and prospective customers about the range and cost of services available, through advertisements, attendance at shows/events, specific information leaflets, College website and Intranet and general College publications;
- The College will provide appropriate resources and support, including training and development, to enable both curriculum and cross College staff to provide a high-quality service.

3.1.2 Communicate clearly, effectively and in plain language, information about our services

- The College will make every effort to make key documentation available in alternative formats, such as large print and audio for customers and potential customers with disabilities;
- Present information in plain language that avoids unnecessary jargon and meets the needs of customers;
- Monitor partnership arrangements to ensure that service quality standards are maintained.

3.1.3 Treat all customers fairly, respecting their privacy and dignity and be helpful and courteous at all times

- Endeavour to respond quickly and courteously when customers make contact;
- Treat customers sensitively, offering privacy and dignity;

Version: December 2022	Next Review: August 2023	Author: Vice Principal (Quality)	SLT Owner: Vice Principal (Quality)
------------------------	--------------------------	----------------------------------	-------------------------------------

CUSTOMER SERVICE AND COMPLAINTS POLICY 2022 - 2023

- Encourage staff to provide a friendly and helpful service;
- Support colleagues by providing customer service training as identified through the appraisal process;
- Promote widening participation by ensuring that policies & procedures facilitate equality of opportunity;
- Provide support mechanisms, where practicable, for customers with disabilities and special needs. This includes asking them for their opinions/suggestions.

3.1.4 Put things right, quickly and effectively, when things go wrong and act on helpful and constructive comments made by our customers to improve services

- Investigate any complaint and endeavour to put things right quickly and effectively;
- Implement the College's 'comments and complaints procedure' to improve issues that have been identified as needing improvement;
- Monitor issues raised and actions taken, by presenting reports to the Executive Team, with an annual report being presented to Corporation;
- Keep the CEO apprised of all complaints that are received.

3.1.5 Identify ways to improve our services and facilities offered

- Prioritise improvements to its services for customers, in accordance with its strategic aims, annual plans and budgets;
- Continue to look for value for money improvements to customer services;
- Network with other colleges to benchmark Askham Bryan College against best practice in education and, where appropriate, incorporate best practice from industry and other providers;
- Continue to invest in new/improved facilities for customers, according to their needs and in accordance with the College's strategic aims, annual plans and budgets;
- Utilise the appropriate and associated plans, strategies, and associated resources, to make the most of new technology to deliver improved services;

Version: December 2022	Next Review: August 2023	Author: Vice Principal (Quality)	SLT Owner: Vice Principal (Quality)
------------------------	--------------------------	----------------------------------	-------------------------------------

CUSTOMER SERVICE AND COMPLAINTS POLICY 2022 - 2023

- Make staff aware of the need for efficiency and value for money, including identifying any savings made;
- Publicise improvements made to services through a range of methods including; College web-site, Intranet, noticeboards, annual report, other general College documentation and College staff meetings. This will be available in alternative formats where required;
- The College regards the reports resulting from the inspection and review processes to be useful in providing valuable feedback and informing improvements.

4. SCOPE AND LIMITATIONS

- 4.1 Normally, complaints should be raised as soon as possible following the incident/issue of complaint emerging. Current students or customers are normally expected to make a complaint as soon as possible following the incident/action leading to the complaint.
- 4.2 All customers are able to make a complaint by contacting the Chief Executive's Office either in writing (The Chief Executive's Office, Askham Bryan College, Askham Bryan, York, YO23 3FR), or by email enquiries@askham-bryan.ac.uk. So that we can investigate your complaint properly, please provide any documents you have in support of your complaint/all relevant information to us at this stage.

Please note that whilst the issues raised in an anonymous complaint can still be brought to the attention of the appropriate College staff, it will not be possible to investigate and provide a formal written response to the issues raised in the normal manner.

- 4.3 Appendix 1 shows the process and timeline for customers making a complaint.
- 4.4 The College is aware that occasionally vexatious or habitual complaints are made against staff or students. In this policy the term 'habitual' means 'done repeatedly or as a habit'. The term 'vexatious' is recognised in law and means 'denoting an action or the bringer of an action that is brought without sufficient grounds for winning, purely to cause annoyance to the defendant'.
- 4.5 This policy is intended to assist in identifying and managing persons who seek to be disruptive to the College through pursuing an unreasonable course of conduct. In such a situation, the College may take appropriate disciplinary action against the complainant or contact the Police. For the purpose of this policy, the following definition of 'habitual or vexatious complainants' will be used:

The repeated and/or obsessive pursuit of:

Version: December 2022	Next Review: August 2023	Author: Vice Principal (Quality)	SLT Owner: Vice Principal (Quality)
------------------------	--------------------------	----------------------------------	-------------------------------------

CUSTOMER SERVICE AND COMPLAINTS POLICY 2022 - 2023

- (i) unreasonable complaints and/or unrealistic outcomes;
and/or
- (ii) reasonable complaints in an unreasonable manner.

4.6 The College will not investigate complaints of parents/guardians of students aged 18 or over without the written permission of the student.

4.7 Students studying on **Higher Education programmes** may be subject to regulations and policies belonging to the validating university, in relation to academic and quality assurance matters, available from:

- <https://www.harper-adams.ac.uk/apply/applicants/key-info.cfm> (Harper Adams University)
- <https://www.rau.ac.uk/about/organisation/public-information/academicinformation/academic-policies-and-procedures> (Royal Agricultural University)
- http://www.leedstrinity.ac.uk/Key%20Documents/Taught_Programme_Academic_Regulations_New_Students.pdf (Leeds Trinity University)

4.8 Students have the right to escalate their complaint to external agencies as appropriate (for example, those studying on Higher Education programmes would refer to the Office of the Independent Adjudicator (OIA), whilst those on FE may refer to an Awarding Body for example).

However, the right to escalate only exists where all internal procedures have been exhausted (and where, applicable procedures associated with the affiliated university have been completed).

Students are only eligible to escalate a complaint once they have received a Completion of Procedures (COP) letter from the College.

For Higher Education students, specific information on progressing complaints to the OIA can be accessed at: <http://www.oiahe.org.uk/>

4.9 The complainant can appeal directly to the Chief Executive Officer or Vice Principal, where they are dissatisfied with the outcome of the initial complaint.

The Chief Executive Officer or Vice Principal will recall all evidence and previous communications pertaining to the investigation into the original complaint and decide whether further action is required.

If the Chief Executive Officer or Vice Principal upholds the decision of the Assistant Principal Quality and Performance (or other Director/Manager), the complainant will be advised of any next steps if they wish to pursue their complaint further.

Version: December 2022	Next Review: August 2023	Author: Vice Principal (Quality)	SLT Owner: Vice Principal (Quality)
------------------------	--------------------------	----------------------------------	-------------------------------------

CUSTOMER SERVICE AND COMPLAINTS POLICY 2022 - 2023

In the circumstances where the Chief Executive Officer or Vice Principal over-turns the decision of the Assistant Principal Quality and Performance (or other Director/Manager), an attempt will be made to extend a resolution to the satisfaction of the complainant. All appeals will be actioned within 10 working days of being lodged.

5. RESPONSIBILITIES

5.1. The Assistant Principal Quality and Performance will:

- be ultimately responsible for monitoring compliance with this policy and associated procedure.

5.2 All College staff will:

- Conduct themselves appropriately and professionally when dealing with our customers;
- Undertake regular training and development;
- Report any issue relating to customer service to appropriate management.

6. MONITORING AND REVIEW

6.1 The Policy and Procedures Group hold delegated authority to maintain oversight of the effectiveness of these arrangements. This policy and the implementation arrangements which underpin it will be reviewed every two years by the Assistant Principal Quality and Performance.

6.2 This policy is supported by the College Corporation and is reviewed every two years

7. SUPPORTING/RELATED DOCUMENTS

- Validating Partner University Regulations (for Higher Education students studying on validated programmes only) - see Section 4 of this policy.

Complaints may be dealt with under other College policies including, but not limited to:

- Staff Disciplinary Policy
- Student Disciplinary Policy
- Policy against Peer on Peer Abuse (Students)
- Policy for dealing with Bullying and Harassment (Staff)

Version: December 2022	Next Review: August 2023	Author: Vice Principal (Quality)	SLT Owner: Vice Principal (Quality)
------------------------	--------------------------	----------------------------------	-------------------------------------

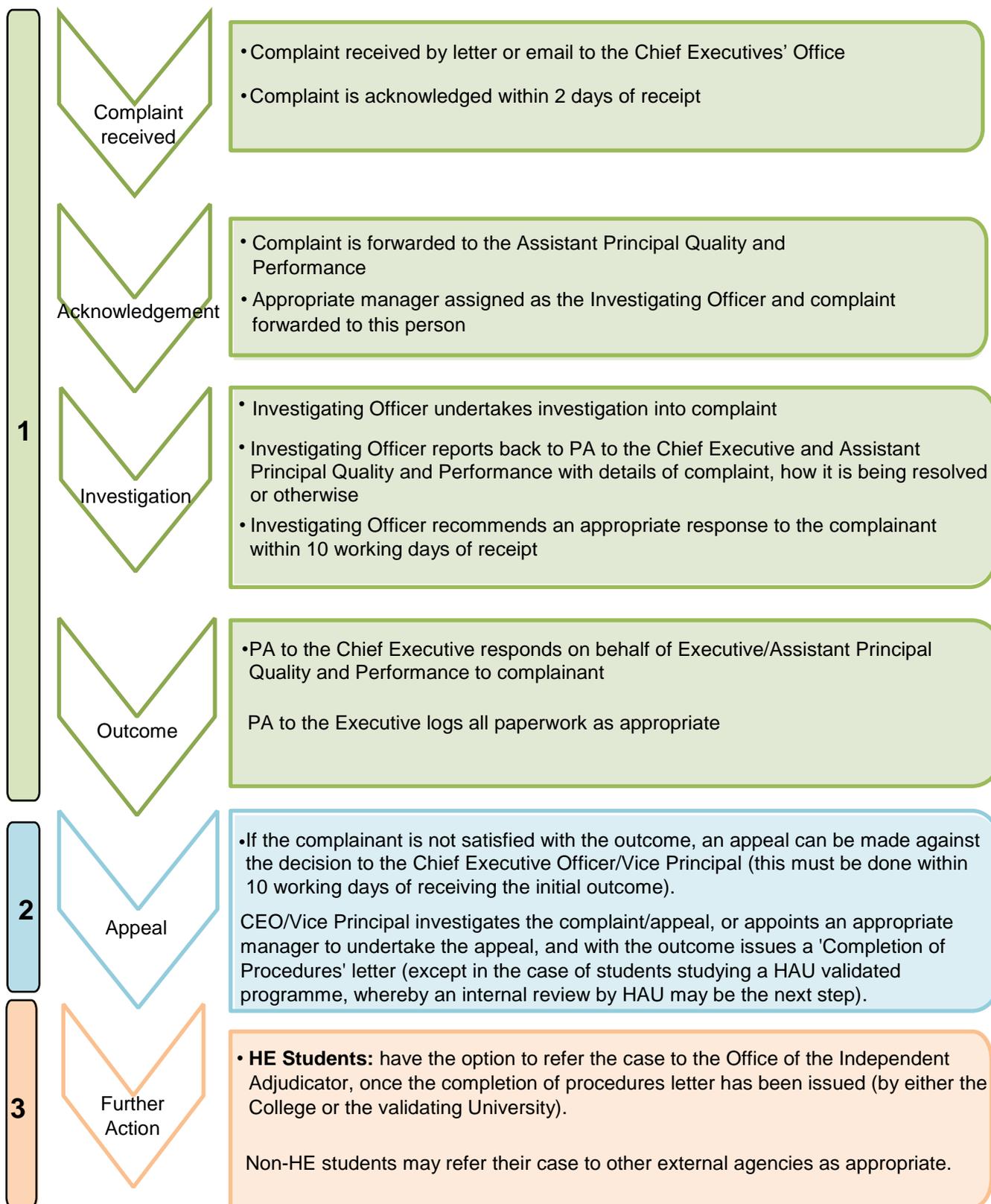
8. REGULATIONS

8.1 In all aspects of this process the College will comply with the following regulations:

- The Data Protection Act 2018 and UK GDPR (General Data Protection Regulation)
- Equality Act 2010
- Safeguarding Vulnerable Groups Act 2006

Version: December 2022	Next Review: August 2023	Author: Vice Principal (Quality)	SLT Owner: Vice Principal (Quality)
------------------------	--------------------------	----------------------------------	-------------------------------------

APPENDIX 1 – Complaints process



Version: December 2022	Next Review: August 2023	Author: Vice Principal (Quality)	SLT Owner: Vice Principal (Quality)
------------------------	--------------------------	----------------------------------	-------------------------------------