

Pinc College Compliments, Comments and Complaints Policy



**Pinc
College.**

September 2023

Introduction

Pinc College aims to provide holistic education of the highest quality. In order to improve service delivery, we manage public and student compliments, comments and complaints in a non-confrontational way, according to the procedure detailed below.

If your complaint is in connection with a college campus, please contact the appropriate Campus Lead in the first instance who will aim to resolve the matter informally.

Our Compliments, Comments and Complaints procedures is intended to provide autonomy and a sense of control and to students and visitors in order that they can have their voice heard and contribute to an existing culture of ongoing improvement.

You can make your compliment or complaint or raise a concern by email or in writing by contacting College Operations via email at connect@pinccollege.co.uk or by asking a senior member of the college team for a copy of our compliments and complaints form and returning it for the attention of The Principal, Pinc College, *Manchester Museum Address*

Due to the nature of the college multiple site operations, our preferred method of communicating a formal complaint would be via email to connect@pinccollege.co.uk

A complaint must be made no later than 10 months after:

- the date the event occurred or if later -
 - the date the event came to the notice of the complainant The time limit will not apply if Pinc College is satisfied that
 - the complainant can give good reason for not making the complaint within that time limit, and
 - despite the delay, it is still possible to investigate the complaint effectively and fairly

anonymous complaints will not be formally logged as a complaint unless there are presenting safeguarding concerns.

If you need support to communicate grounds for your complaint, we can arrange this for you. We usually need 7 days' notice to arrange this.

What happens next?

- Your complaint will be acknowledged in writing within 5 working days form the day of receipt.
- You will be advised of the name and telephone number of the person dealing with the complaint.
- We will respond to your complaint in writing within 10 working days.

If we cannot give a complete answer, we will tell you what we are doing to investigate your complaint and how long we expect it to take.

Each time a formal complaint or comment is made in writing, it is logged on a record sheet into the following systems and processes:

Annual business planning, particularly in terms of:

- Identifying and prioritising changes and improvements to existing services
- Identifying gaps in education provision
- Review of policies and procedures

The findings of the complaints record are presented to the Governing Board regularly as a standing item as part of the Chief Finance and Operations Report.

Should you wish to withdraw your complaint this can be done verbally, by email or in writing at any time and Pinc College will acknowledge your withdrawal in writing.

If you are not satisfied with the outcome of your complaint, you can write to the principal to appeal and have your complaint heard by a panel. An appeal must be submitted within 14 working days of receipt of the complaint's outcome. **Due to the nature of the college multiple site operations, our preferred method of appeal would be via email to connect@pinccollege.co.uk**

A Chairperson, who may also be an employee or partner of the college will be nominated to coordinate the hearing process. The panel will include the Chairperson and at least one senior member of the Pinc College team. The College reserves the right to nominate an independent professional advisor as a member of the panel if required.

The chairperson will work as part of the appeals panel to consider your grounds for appeal within 10 working days from the day the request was received.

The Chairperson will make a judgement and decide whether the panel hearing is best held remotely or face to face.

At any stage of the process, you have the right to be accompanied by a supportive adult. This adult must not be acting in a professional, legal capacity.

Following the hearing, the Chairperson will respond to the complainant in writing without unreasonable delay but within 10 working days of the meeting.

The information provided to us will be used solely for the purpose of collecting compliments or responding to suggestions and complaints and will not be passed on to any third parties. It will be retained for a maximum period of 3 years. All information gathered via the Compliments, Comments and Complaints procedure will be reported annually and will inform future quality improvement actions.

SUGGESTIONS TO HELP IMPROVE OUR SERVICES

Pinc College welcomes suggestions on how we might improve our service by email, telephone, or in writing by contacting the appropriate Campus Lead or via connect@pinccollege.co.uk

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SLT Member Responsible for This Policy	Rebecca Bromley-Woods

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