

Compliment, Comment or Complaint Procedure

Statement

We like to encourage feedback from our learners, clients and customers. We will do this through quality assurance procedures and through this procedure.

Compliments are distinct examples of praise for a service received or performance of our team – they help us to:

- boost staff morale
- provide good public relations material
- indicate which parts of our services are performing well
- assist in strategic decision-making

Comments may be more neutral than a compliment or a complaint, but is likely to be valuable feedback – they help us to:

- assist in procedure review and planning
- assist in strategic decision-making

Compliments and Comments can be made on the form attached to this policy. Permission for publication of the compliment/comment will be sought for use in marketing activities.

Complaints are anything regarded as such by the person or organisation expressing it. This could include comment on;

- services or staff
- policies

Please note that this policy is not about assessment decisions. For complaints regarding an assessment decision, the Appeals Procedure is to be followed.

The following procedure details the actions to be taken both by the complainant and by the Management of Code Nation.

All compliments, comments or complaints, once received by Code Nation, are to be forwarded to the Quality Director. These will be logged and then investigated if necessary, before filing. The files will be stored securely.

Procedure

Stage 1

The complainant is to request a complaint form from their Instructor, Onboarding Team or point of contact. Once the form is completed, the complainant is to return it to Code Nation, either by email (to feedback@wearecodenation.com) or in the envelope provided.

On receipt of the complaint the Quality Director will acknowledge receipt and carry out investigations into the complaint.

Once investigations have been made and an outcome derived a written response will be issued within 7 working days, by letter or email.

If this is not possible the Quality Director will inform the complainant of any delay, in writing.

Stage 2

If after the Quality Director has actioned a complaint, the complainant still feels that the complaint has not been given a satisfactory conclusion they may request a meeting with the Director of Talent to attempt to resolve the situation.

The Director of Talent will investigate the complaint and gather evidence and provide the complainant with a written record of the meeting and the outcome within 7 working days. If this is not possible the Director of Talent will inform the complainant of any delay.

Stage 3

If, following the above processes, the complainant still does not feel that the matter has been resolved effectively, they have the right to apply to higher authority such as awarding bodies and the ESFA in assistance to gain a satisfactory resolution.

ESFA complaints team – complaints.ESFA@education.gov.uk

Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Update Date	November 2018
Review Date	November 2019
Director Responsibility and Approval	Clare Gutteridge