

Carlisle College Complaints and Compliments Procedure

Complaints

In our commitment to maintaining the highest standards of service and ensuring a conducive learning environment, Carlisle College has established this complaints procedure. The procedure is designed to address any concerns or grievances that members of our community may encounter during their association with the college.

This procedure will go through the steps you should take when submitting a complaint at Carlisle College. This could be a complaint about a person, system, or process.

We understand that each concern is unique, and our aim is to handle all complaints with fairness, impartiality, and confidentiality. Your feedback is invaluable, as it not only helps us rectify immediate issues but also contributes to the continuous improvement of our services and policies.

Informal Complaint

At Carlisle College, we recognise the importance of open communication and the resolution of issues in a timely and efficient manner. We believe that many concerns can be effectively addressed through dialogue and collaboration at this initial stage, and as a first step, we strongly encourage individuals to seek resolution through our informal process, and your concerns can be logged by one of the following means:

- 1) Submit your concern via our simple form on the below link;
[Carlisle College Informal Complaints Form](#)
- 2) Put your concern in writing, via e-mail to info@carlisle.ac.uk;
- 3) Speak with the Manager of the relevant department.

All informal complaints will be logged with the Executive Assistant, to ensure timely resolution. You can expect an acknowledgement of your complaint within 5 working days.

Formal Complaint

This formal complaint procedure is in place to provide a structured framework for addressing matters that cannot be resolved informally. It outlines the steps to be followed, the responsible parties involved, and the timelines for resolution.

All formal complaints will be logged with the Executive Assistant, to ensure timely resolution.

When submitting a formal complaint, it will be addressed via the following three stage process;

Stage	Action	Deadline
<p>Stage 1</p> <p>Formal Complaint and Investigation</p>	<p>Please submit your complaint via the link below and this will be sent directly to the NCG complaints team, who will pass this to the executive assistant to be dealt with by the relevant Head of Department.</p> <p>Stage 1 NCG Complaint - Formal Complaint and Investigation (office.com)</p>	<ul style="list-style-type: none"> • The Complainant will be acknowledged within 3 working days of receipt. • A response will be provided in writing no later than 15 working days after receipt of the complaint. • If it has not been possible to respond to the complaint within this time, progress updates will continue to be provided on a weekly basis until we are able to provide you with a response to your complaint. • Should the complaint not have been responded to within 6 weeks of receipt of the Stage 1 complaint, the complainant is able to request that the complaint progresses to Stage 2 of this process.
<p>Stage 2</p> <p>Internal Appeal</p>	<p>If the concern has not been successfully resolved during Stage 1, the complaint can be referred to Stage 2 using the link below.</p> <p>This will be sent directly to the NCG complaints team, who will pass this to the executive assistant to then be considered by a Member of the Principalship Team.</p> <p>Stage 2 NCG Complaint - Internal Appeal (office.com)</p>	<ul style="list-style-type: none"> • The Complainant will be acknowledged within 3 working days of receipt. • A response will be provided in writing no later than the 15 working days after receipt of the Internal Appeal. • If it has not been possible to respond to the Internal Appeal within this time updates will continue to be provided on a weekly basis until we are able to provide you with a response to your complaint. • Should the Internal Appeal not have been responded to within 6 weeks of receipt, the complainant is able to request that the complaint progresses to Stage 3 of this process.
<p>Stage 3</p> <p>Executive Appeal</p>	<p>If the concern has not been successfully resolved during Stage 2, the complaint can be referred to Stage 3 using the link below.</p> <p>This will be sent directly to the NCG complaints team, who will pass this to the executive assistant to then be considered by the Chief</p>	<ul style="list-style-type: none"> • The Complainant will be acknowledged within 3 working days of receipt. • A response will be provided in writing no later than the 15 working days after receipt of the Executive Appeal. • If it has not been possible to respond to the Executive Appeal within this time updates will continue to be provided on a weekly basis until we are able to provide you with a response to your complaint.

	<p>Operations and Compliance officer.</p> <p>Stage 3 Complaint Executive Appeal (office.com)</p>	<ul style="list-style-type: none"> • Should the Executive Appeal not have been responded to within 6 weeks of receipt, the complainant is able to raise the complaint with the ESFA (Further Education) / Office of the Independent Adjudicator (Higher Education).
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See Appendix A for the flow chart.

Legal Claims

All legal claims against NCG must be reported to the Chief Operations and Complaints officer via complaints@ncgrp.co.uk please see NCG complaints and compliments procedure for more information.

Compliments

It is also important to recognise and value the achievements of learners and staff, and as such college leads should collate the type and nature of compliments to recognise good work and achievement.

This is less formal, and the recognition could take the form of college newsletters, social media, principal's briefing / reports, and external media where appropriate.

The Compliments procedure is as follows:

- Send CarlisleCollegeSLT@carlisle.ac.uk an email with your compliment.
- The Executive Assistant will acknowledge your compliment within 3 working days.
- The compliment will be brought to the following weekly Senior Leadership Team meeting where it will be discussed, and the most appropriate form of communication for the compliment will be decided on.
- The Executive Assistant will then follow up on the decision and recognition for the compliment will be given through the appropriate communication.

Please email your compliment to the Executive Assistant with the following information:

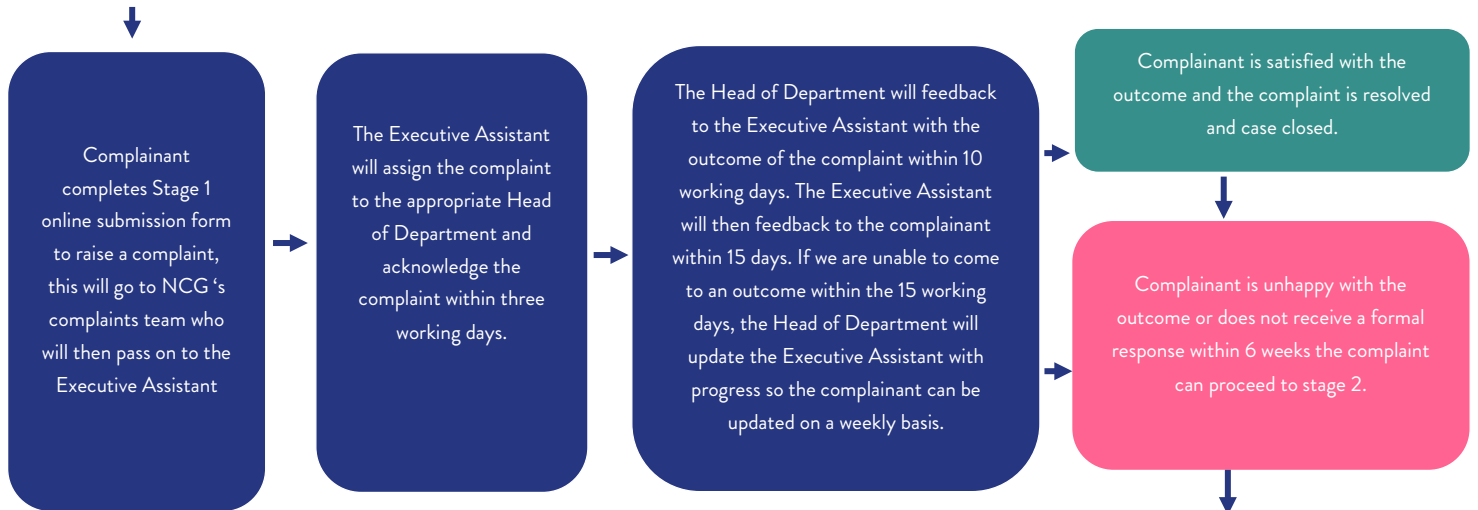
- Name of the person who the compliment is for
- If the person is a member of staff or a student
- Compliment details

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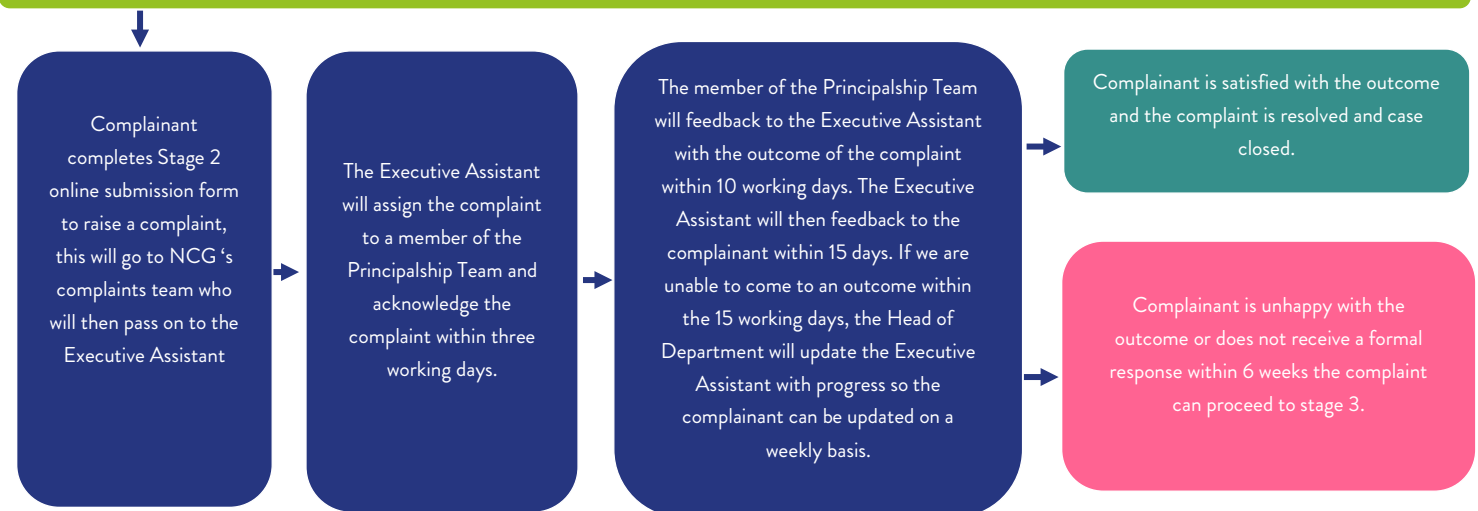
Complainant wishes to make a formal complaint after informal complaint was unsuccessful.



Stage 1 – Formal Investigation



Stage 2 – Internal Appeal



Stage 3 – Executive Appeal

