



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
Stage 1 Formal	Please submit your complaint via the link below and this will be sent directly	The Complainant will be acknowledged within 3 working days of receipt.
Complaint and Investigation	to the NCG complaints team, who will pass this to the executive assistant to be dealt with by the relevant	 A response will be provided in writing no later than 15 working days after receipt of the complaint.
	Head of Department. Stage 1 NCG Complaint - Formal Complaint and Investigation (office.com)	 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.
Stage 2	If the concern has not been successfully resolved during	 The Complainant will be acknowledged within 3 working days of receipt.
Internal Appeal	Stage 1, the complaint can be referred to Stage 2 using the link below.	 A response will be provided in writing no later than the 15 working days after receipt of the Internal Appeal.
	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.	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.
	Stage 2 NCG Complaint - Internal Appeal (office.com)	 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.
Stage 3	If the concern has not been successfully resolved during Stage 2, the complaint can	The Complainant will be acknowledged within 3 working days of receipt.
Executive Appeal	be referred to Stage 3 using the link below. This will be sent directly to	 A response will be provided in writing no later than the 15 working days after receipt of the Executive Appeal.
	the NCG complaints team, who will pass this to the executive assistant to then be considered by the Chief	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.

Operations and Compliance	
officer.	Should the Executive Appeal not have been
	responded to within 6 weeks of receipt, the
Stage 3 Complaint Executive	complainant is able to raise the complaint
Appeal (office.com)	with the ESFA (Further Education) / Office of
	the Independent Adjudicator (Higher
	Education).

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 <u>CarlisleCollegeSLT@carlisle.ac.uk</u> 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

Carlisle College Complaints Procedure

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

Stage 1 - Formal Investigation Complainant is satisfied with the The Head of Department will feedback outcome and the complaint is resolved to the Executive Assistant with the and case closed. The Executive Assistant Complainant outcome of the complaint within 10 will assign the complaint completes Stage 1 working days. The Executive Assistant to the appropriate Head online submission form will then feedback to the complainant of Department and to raise a complaint, within 15 days. If we are unable to come acknowledge the this will go to NCG 's to an outcome within the 15 working complaint within three complaints team who days, the Head of Department will working days. will then pass on to the update the Executive Assistant with Executive Assistant progress so the complainant can be updated on a weekly basis. Stage 2 - Internal Appeal The member of the Principalship Team will feedback to the Executive Assistant Complainant with the outcome of the complaint completes Stage 2 The Executive Assistant within 10 working days. The Executive online submission form will assign the complaint Assistant will then feedback to the to raise a complaint, to a member of the this will go to NCG 's complainant within 15 days. If we are Principalship Team and unable to come to an outcome within complaints team who acknowledge the the 15 working days, the Head of will then pass on to the complaint within three outcome or does not receive a formal Department will update the Executive Executive Assistant working days. Assistant with progress so the complainant can be updated on a weekly basis. Stage 3 - Executive Appeal

Complainant receives a Complainant completes Complainant receives response to complaint within Complainant is closed. Stage 3 online acknowledgement from 15 working days. If it is not possible to respond within the submission form which the Chief Operations will be considered by the and Compliance Officer 15 days, the Chief Operations Chief Operations and within three working and Compliance Officer will Compliance Office days. update complainant on a weekly basis.