

**NAME OF POLICY: COMPLIMENTS, COMMENTS AND COMPLAINTS**

**PURPOSE OF POLICY**

This policy ensures that there are channels in place to receive comments, compliments and complaints; and that all are considered and used to promote continuous improvement.

**GENERAL POLICY**

Michael John Academy is committed to continuous improvement.

**Compliments:** What have we done well? – Let us share good news.  
**Comments:** Help us improve – What could we do to make it better?  
**Complaints:** What have we done wrong? – Let us improve it.

Compliments, comments and complaints are recorded and shared with relevant managers.

**IMPLEMENTATION**

Compliments, comments and Complaints feedback forms are available from the academy reception. Completed forms are posted in the collection box provided for this purpose in all centres. Feedback is also received in other formats, including verbally to a member of staff, by email and in other written formats. Where feedback is received verbally, this is recorded by the staff member receiving the feedback and forwarded to our Strategic Operations Manager:

**Denise Johnson**

**Compliments** – may also be picked up within general feedback processes although some can come directly or indirectly from users or stakeholders. Compliments may relate to the organisation as a whole, teams or individual members of staff. In certain instances these may be displayed within the centres or used within promotional materials. Permission to do so must be sought as appropriate; and anonymity must be considered.

**Comments** – General feedback is gathered and reviewed on a monthly basis by the Reception Team and shared directly with the Strategic Operations Manager within monthly meetings. Where feedback needs to be reviewed urgently, such as when a complaint is received, the complaints procedure will be immediately followed.

Comments will generally be suggestions from employers, learners, staff or other stakeholders on how we may wish to improve the service that Michael John Academy offers.

**Complaints** – all complaints are treated confidentially to safeguard the interests of all concerned; unless disclosure is necessary to progress the complaint. Michael John Academy expects that all parties respect the confidentiality of the process. There are two types of complaint:

**Informal** – where possible, complainants are asked to raise their complaint informally in the first instance with the appropriate member of staff. It is expected that the informal complaint is raised no more than 5 working days after the incident resulting in the complaint. If the matter is not resolved, or the complainant feels unable to approach the member of staff on an informal basis, then the formal procedure must be followed.

**Formal** – For formal complaints there is a set process which must be followed to ensure each complaint is dealt with effectively.

1. Complaint must be put in writing, providing the facts of the complaint and reason for dissatisfaction. This formal notice of complaint will be sent/ given to the Michael John Academy Strategic Operations Manager (*Investigating Officer*)

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2. The Strategic Operations Manager (*Investigating Officer*) will acknowledge receipt of the complaint to the complainant within 5 working days. He/she will then investigate the issues raised within the complaint and a written response will be returned to the complainant within 20 working days (*Unfortunately anonymous complaints are not accepted as they cannot be acted upon effectively.*)
3. If the complainant is dissatisfied with the outcome of their complaint they will be advised of the Appeals procedure.

**Appeals** – Any Appeals must be made in writing to the Chief Executive and will be acknowledged on receipt. The Chief Executive will review the appeal and any decision/ actions taken and will make a final judgement either endorsing or amending the outcome. The Chief Executive's judgement is final and will be confirmed in writing within 10 working days.

## **REPORTING**

Compliments, comments and complaints are considered during the Self-Assessment Report (SAR) process and will provide valuable performance review information with which to continually enhance improvement.

This policy will be reviewed annually as per the company policy schedule.

Signed and verified: S. Johnson

Date: May 2018

By: Suzanne Johnson – Health and Safety Officer

\* This policy can be made available in larger type.

VERSION NO 5