

Complaints (and other Feedback) Management Policy (Higher Education)

Integrity, Supportiveness



Our Mission Statement

To inspire learners to recognise and achieve their full potential

Our Beliefs and Values

Excellence, Passion, Team Work, Integrity, Innovation,
Sustainability, Valuing Others and Supportiveness

SPARSHOLT COLLEGE HAMPSHIRE
incorporating UNIVERSITY CENTRE SPARSHOLT and ANDOVER COLLEGE

The *Complaints (and Other Feedback) Management Policy* was approved by the Board of Governors in July 2018 and is the current version.

Equality Impact Assessment	Conducted: July 2017
Member of Staff responsible for Policy oversight & review	Located: College Website
	College Intranet
	Andover and Sparsholt Receptions
Vice Principal, Higher Education	Andover and Sparsholt Wellbeing Team
Date of next scheduled review:	June 2021

SPARSHOLT COLLEGE HAMPSHIRE
incorporating
UNIVERSITY CENTRE SPARSHOLT and ANDOVER COLLEGE

Complaints (and Other Feedback) Management Policy

Sparsholt College Hampshire incorporating University Centre Sparsholt (“the College”) aims to provide a service of the highest possible standard for all its higher education students.

The policy relates to all *higher education students* who are studying at the **University Centre Sparsholt (UCS) or Andover College**.

UCS has drawn up the policy in a way that demonstrates awareness of the OIA’s Good Practice Framework: [handling student complaints and academic appeals](#).

For all degree programmes that are validated by the University of Portsmouth, UCS adopts the University’s [Academic Examination & Assessment Regulations](#).

For all other programmes (e.g. HNC) the academic regulations of the awarding body are adhered to.

Other policies relevant to this are HE Admissions policy, HE Student Performance policy and student Code of Conduct (all available at <https://www.sparsholt.ac.uk/policies-reports/>).

The College is committed to using feedback to improve its services and focus on the needs of its students and welcomes suggestions, compliments and complaints as it assists with the continuous improvement of the services provided. Continuous improvement takes place within the constraints of the:

- availability of resources
- binding contractual relationship between the organisation and its students

The College will endeavour to resolve all complaints in an open manner. Where a comment, compliment or complaint is received, the College will:

1. Acknowledge the comment, compliment or complaint, normally within 1 working day
2. Where appropriate, seek an **early resolution**, which is designed to address straightforward concerns swiftly and locally, before escalation into a formal complaint. This might include, for example, face to face discussion with the student, or asking an appropriate member of staff, or mediator or conciliator, to deal with the matter
3. If the complaint becomes **formal**, investigate the complaint and respond within a further 10 working days
4. Review any lessons the College can learn to improve its service.

The policy defines the following terms:

1. Complaint - “an expression of dissatisfaction by one or more students about UCS’s action or lack of action” (OIA, Good Practice Framework)
2. Compliment – when a student gives us feedback about how we exceeded expectations in delivering a service or how an employee has gone the ‘extra mile’.
3. Comment - when a student suggests how we can improve our delivery of a service.

What to do if you wish to make a complaint, compliment or comment

Please complete the Customer Feedback Form at [Appendix 1](#).

The form is also available from Reception or Wellbeing Team at both campuses or at www.sparsholt.ac.uk or www.andover.ac.uk.

When completing the form, please be specific and give as much information as possible.
The form may be submitted:

1. In Person

Hand the completed form to Wellbeing Team or Reception. If you need help completing the form, a member of staff will be happy to assist.

2. By Letter

Write to:

Quality Administrator

Andover College

Charlton Road

Andover

SP10 1EJ

or

Sparsholt College

Westley Lane

Sparsholt

Winchester

SO21 2NF

3. By Email

Write to: feedback@sparsholt.ac.uk

4. By Phone

Wellbeing Team for Sparsholt 01962 797274

Wellbeing Team for Andover 01264 360136

Reception for Sparsholt 01962 776441

Reception for Andover 01264 360000

Stage 1 Making a complaint

You will receive acknowledgement of your complaint within one working day and a College Officer will be assigned to investigate it if an informal early resolution is not possible. The College aims to formally respond in writing within 10 working days.

If you are dissatisfied with the outcome of a complaint investigation:

Stage 2

Lodge an appeal with the Quality Administrator and the Assistant Principal Higher Education will investigate your appeal.

If you are dissatisfied with the outcome of your appeal:

Stage 3

The procedure to take a complaint to the next stage is different for **academic-related** Complaints and for **all other** complaints (see below).

Academic-Related Complaints

For degree programmes validated by the University of Portsmouth:

Once the College's internal complaints procedure (as above) has been exhausted and a Completion of Procedures letter has been issued, you can complain to the **University of Portsmouth**.

<http://policies.docstore.port.ac.uk/policy-047.pdf> (section 1.1).

If you are dissatisfied with the University of Portsmouth's response and a Completion of Procedures letter has been issued, you can apply to the Office of the Independent Adjudicator (OIA). You must submit a completed Scheme Application Form to the OIA within 12 months of the date of the Completion of Procedures letter from the University of Portsmouth: <http://www.oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx>

For degree programmes validated by an awarding body (eg Pearsons):

Once the College's internal complaints procedure (as above) has been exhausted and a Completion of Procedures letter has been issued, you can complain to the awarding body

<https://qualifications.pearson.com/en/contact-us/feedback-and-complaints.html>

If you are dissatisfied with the awarding body's response and a Completion of Procedures letter has been issued, you can apply to the Office of the Independent Adjudicator (OIA). You must submit a completed Scheme Application Form to the OIA within 12 months of the date of the Completion of Procedures letter from the awarding body. <http://www.oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx>

All Other Complaints

Once the College's internal complaints procedure has been exhausted and a Completion of Procedures letter has been issued, you can take your complaint to the Office of the Independent Adjudicator. You must submit a completed Scheme Application Form to the OIA within 12 months of the date of the Completion of Procedures letter from UCS. <http://www.oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx>

Withdrawal of a Formal Complaint

A complainant may withdraw a Formal Complaint at any time by giving notice in writing to the College or University of Portsmouth complaints administrator or the person leading the investigation into the complaint. On receipt of this, either the investigating officer or the complaints administrator shall send a written acknowledgement to the complainant. Once a Formal Complaint has been withdrawn, the matter is closed.

Large print

If you require a large print version of this document, please contact the Quality Administrator:

By Post

Andover College

Charlton Road

Andover

SP10 1EJ

or

Sparsholt College

Westley Lane

Sparsholt

Winchester

SO21 2NF

By Email

feedback@sparsholt.ac.uk

By Phone

Wellbeing Team for Sparsholt 01962 797274

Wellbeing Team for Andover 01264 360136

Reception for Sparsholt 01962 776441

Reception for Andover 01264 360000

Appendix 1

Thank you for your feedback

To help us monitor Equality and Diversity, it would be helpful, but not essential, if you complete the following:

Ethnic Origin – please tick

- | | | |
|---|--|---|
| <input type="checkbox"/> Asian or Asian British – Bangladeshi | <input type="checkbox"/> Asian or Asian British – Indian | <input type="checkbox"/> Asian or Asian British – Pakistani |
| <input type="checkbox"/> Asian or Asian British – Asian other | <input type="checkbox"/> Black or Black British – African | <input type="checkbox"/> Black or Black British – Caribbean |
| <input type="checkbox"/> Black or Black British – Black other | <input type="checkbox"/> Chinese | <input type="checkbox"/> Mixed – White and Asian |
| <input type="checkbox"/> Mixed – White and Black African | <input type="checkbox"/> Mixed – White and Black Caribbean | <input type="checkbox"/> Mixed – Mixed other |
| <input type="checkbox"/> White – British | <input type="checkbox"/> White - Irish | <input type="checkbox"/> White – White other |
| <input type="checkbox"/> Any other | <input type="checkbox"/> Not known / not provided | |

Age – please tick

- 16 – 18 19 – 25 26 – 35 36 - 45 46 - 55 56 - 65 65 +
- Do not wish to disclose information

Gender – please tick

- Male Female Transgender Other
- Do not wish to disclose information

Sexual Orientation – please tick

- Heterosexual Gay male Lesbian female Bisexual Other
- Do not wish to disclose information

Religious beliefs – please tick

- Buddhist Christian Church of England Roman Catholic Other Christian
- Hindu Jewish Muslim Sikh Other
- Atheist Do not wish to disclose information

Disability – please indicate below which category your disability falls within

- | | | | |
|--|---|---|--|
| <input type="checkbox"/> Dyslexia | <input type="checkbox"/> Deaf / hearing impairment | <input type="checkbox"/> Requires personal care / support | <input type="checkbox"/> Unseen disabilities (e.g. asthma, diabetes, epilepsy) |
| <input type="checkbox"/> Blind / partially sighted | <input type="checkbox"/> Wheel chair user / Other mobility difficulties | <input type="checkbox"/> Mental health disability | <input type="checkbox"/> Multiple disabilities |
| <input type="checkbox"/> Other disability (please specify) | <input type="checkbox"/> Do not wish to disclose information | | |

Marriage and Civil Partnership

- Married Civil Partnership Other
- Do not wish to disclose information



If help is required completing this student Feedback Form, please see a member of staff for assistance

Name:

Address:

Telephone Number:

Email address:

University Centre Sparsholt (UCS) degree course:

Date:

UCS welcomes feedback, whether it is a (please tick)
Comment Compliment Complaint

Office use only:
The form was completed byafter communication via the following contact method (please tick)
Email Letter Telephone
FAX Other

Folio No

Details of the complaint, compliment or feedback:

Please place this Student Feedback Form in the special post box at Reception, hand in to Wellbeing Team or by email to the Quality Administrator: feedback@sparsholt.ac.uk

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