

# Complaints (and other Feedback) Management Policy

*(For comments, compliments or complaints)*

*Excellence*

### **Our Mission**

Raising Aspirations, Unlocking Potential, Advancing Futures

### **Our Values**

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

### **Sparsholt College Group**

The Sparsholt College Group (the college) includes Sparsholt College, Andover College, University Centre Sparsholt, Sparsholt College Services, Westley Enterprises and Andover Town Football Club. College Group policies apply to each part of the group unless specified otherwise.

The *Complaints (and Other Feedback) Management Policy* was approved by the Board of Governors in March 2024. This supersedes the previous publications.

Originator: Vice Principal Curriculum

Located: College Group Websites  
College Group Intranet

Due for review: February (for April) 2027

## Complaints (and Other Feedback) Management Policy

The Sparsholt College Group (the college) aims to provide a service of the highest possible standard for all its customers<sup>1</sup>. The policy relates to all students and customers at the college.

***There is a separate policy for students following Degree / Postgraduate programmes available on the college's website at <https://www.sparsholt.ac.uk/policies-reports/>.***

The college is committed to using customer feedback to improve its services and focus on the needs of its customers 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 customers

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. Investigate the complaint and respond within a further 10 working days
3. Review any lessons the college can learn to improve its service

The policy defines the following terms:

1. Complaint - an expression of dissatisfaction, whether justified or not, about our employees (including academic decisions made by them), our services and policies.
2. Compliment – when a customer 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 customer suggests how we can improve our delivery of a service.

<sup>1</sup> Our definition of a customer is: "If you contact us for any reason, or you are affected by anything we do, you are one of our customers."

**What to do if you wish to make a comment, compliment or complaint (for Higher Education students: please see <https://www.sparsholt.ac.uk/policies-reports/>).**

Please complete the Customer Feedback Form at Appendix 1. The form is also available from Reception or the Wellbeing Team at both campuses or at [www.sparsholt.ac.uk](http://www.sparsholt.ac.uk) or [www.andover.ac.uk](http://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:

Feedback Administrator

**Andover College**

Charlton Road

Andover

SP10 1EJ

or

**Sparsholt College**

Westley Lane

Sparsholt

Winchester

SO21 2NF

3. By Email

Write to the Feedback Administrator: [feedback@sparsholt.ac.uk](mailto: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

You will receive acknowledgement of your complaint within one working day and a College Officer will be assigned to investigate. The college aims to formally respond to all complainants within 10 working days.

What to do if you are dissatisfied with the outcome of a complaint investigation (not Higher Education students: please refer to the University Centre Sparsholt Complaints and Feedback Policy & Procedures <https://www.sparsholt.ac.uk/policies-reports/>).

- Stage 1      Lodge an appeal with the Feedback Administrator and a member of the Strategic Leadership Team (not involved in the earlier stages of the process) will investigate your appeal. The outcome of any appeal will be final.
- Stage 2      If you consider the appeal has not been conducted in a way that is objective, independent and fair, you may write to the Principal within 5 working days of receipt of your formal notification of the outcome. Within your letter you should clearly set out the reason why you feel the investigation has not been conducted in an objective, independent or fair manner.
- Stage 3      If you do not believe that the college has handled your complaint correctly, you can direct your complaint directly to the ESFA via their [complaints procedure](#) at [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk) or by post to The Complaints Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

**NB: The ESFA will only investigate if all the college's internal complaints procedures have been exhausted.**

## Large print

If you require a large print version of this document, please contact the Feedback Administrator at the address, telephone or email above.

# 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

- 14- 16  
  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"/> Wheelchair 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

Tell us what you think .....

