SPARSHOLT COLLEGE GROUP | SPARSHOLT CAMPUS | ANDOVER CAMPUS | UNIVERSITY CENTRE SPARSHOLT

Complaints and Feedback Policy – Further Education

For comments, compliments or complaints

Our Mission

Raising Aspirations, Unlocking Potential, Advancing Futures

Our Values

Excellence, Passion, Teamwork, Integrity, Innovation,

Sustainability, Valuing Others and Supportiveness

Sparsholt College Group

The Sparsholt College Group (the college) includes Sparsholt College, Andover College, University Centre Sparsholt (UCS), 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 Feedback Policy – Further Education* was approved by the Board of Governors in October 2026. This supersedes the previous publications.

Originator:	Vice Principal Curriculum
Located:	College Group Websites
	College Group Intranet
Due for review:	October 2029

COMPLAINTS AND FEEDBACK POLICY – FURTHER EDUCATION

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

For the following types of complaint and feedback, please follow the processes set out in the relevant policy available on the college's website at https://www.sparsholt.ac.uk/policies-reports/:

- Students following Degree / Postgraduate programmes – **UCS Complaints and Feedback Policy**
- Data Protection – **Data Protection Policy**
- Freedom of Speech: Higher Education - **UCS Freedom of Speech Code of Practice**

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
- Vinding contractual relationship between the organisation and its customers

The college will endeavour to conclude investigations within 10 working days. Where the nature, complexity or seriousness of the issues raised necessitates further enquiries, the investigation may take longer. In these cases, the college will provide regular updates and explain any delay, ensuring that a thorough and impartial investigation can be completed.

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.

[1] For the purposes of this policy, a customer is anyone who uses, receives or is directly affected by the College's education, training, support or other services or activities

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

If your feedback falls within the scope of this policy, 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 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 the Feedback Administrator at:

Andover College	**Sparsholt College**
Chalton Road	Westley Lane
Westley Lane	Sparsholt
Andover SP10 1EJ	Winchester SO21 2NF

3. By Email

   Write to the Feedback Administrator: feedback@sparsholt.ac.uk

4. By Phone

Reception for **Sparsholt**	01962 776441
Reception for **Andover**	01264 360000
Wellbeing Team for Sparsholt	01962 797274
Wellbeing Team for Andover	01264 360136

You will receive acknowledgement of your complaint within one working day and a College Officer will be assigned to investigate.

Where a complaint is made on behalf of another person, the College may require evidence of their consent or authority before disclosing information or investigating the matter.

What to do if you are dissatisfied with the outcome of a complaint investigation under this policy

Stage 1: Lodge an appeal with the Feedback Administrator and a member of the Strategic Leadership Team (who has not been 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 Department for Education about how your compliant was handled. Information about how to complain is available at https://www.gov.uk/complain-further-education-apprenticeshipUK. The Department for Education 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

- □ Asian or Asian British – Bangladeshi
- □ Asian or Asian British – Indian
- □ Asian or Asian British – Pakistani
- □ Asian or Asian British – Asian other
- □ Black or Black British – African
- □ Black or Black British – Caribbean
- □ Black or Black British – Black other
- □ Chinese
- □ Mixed – White and Asian
- □ Mixed – White and Black African
- □ Mixed – White and Black Caribbean
- □ Mixed – Mixed other
- □ White – British
- □ White - Irish
- □ White – White other
- □ Any other
- □ 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

- □ Dyslexia
- □ Deaf / hearing impairment
- □ Requires personal care / support
- □ Unseen disabilities (e.g. asthma, diabetes, epilepsy)
- □ Blind / partially sighted
- □ Wheelchair user / Other mobility difficulties
- □ Mental health disability
- □ Multiple disabilities
- □ Other disability (please specify)
- □ Do not wish to disclose information

Marriage and Civil Partnership

□ Married □ Civil Partnership □ Other

□ Do not wish to disclose information

SPARSHOLT COLLEGE HAMPSHIRE

ANDOVER COLLEGE prepared for life

Tell us what you think …….



If help is required completing this Customer Feedback Form, please see a member of staff for assistance	Details:
Name:	
Address:	
Telephone Number:	
Email address:	
If a student at the college, the course enrolled on:	
Date:	
The college welcomes feedback, whether it is a (please tick) Comment ☐ Compliment ☐ Complaint ☐	
Office use only: The form was completed by …… ……after communication via the following contact method (please tick) Email ☐ Letter ☐ Telephone ☐ FAX ☐ Other ☐	**Please place this Customer Feedback Form in the special post box at Reception, hand in to Wellbeing Team or email to the Feedback Administrator (feedback@sparsholt.ac.uk)**
Folio No ☐	-