

Academic Year: 2018/19

Target Audience:

All Staff
All Students
Governors
Members of the Public

Summary of Contents:

This Policy advises customers and staff on the College's commitment to providing a high-quality service by ensuring that questions and problems are resolved quickly, as close to the source as possible and to the satisfaction of all concerned.

Enquiries: Any enquiries about the contents of this document should be addressed to:

Title: Senior Customer Services Officer

Address: Lisburn Campus
25 Castle Street
Lisburn
BT25 4SU

Tel: 0345 600 7555 ext. 1738

E-mail: auprichard@serc.ac.uk

Final Approval by:

CMT: 11 August 2016
October 2018
Governing Body: 27 September 2016
26 November 2018

Policy Number: 043-2016

Created: Aug 2016
Reviewed: Aug 2017
October 2017
October 2018
Next Review Due: October 2019

Related Documents:

Complaints and Compliments SOP

Superseded Documents (if applicable):

Customer Feedback Policy 11-2008
Customer Feedback Policy 4-2010
Customer Feedback Policy 6-2013
Customer Feedback Policy 038-2015

Equality of Opportunity and Good Relations Screening Information (Section 75):

Date Policy Screened – 6 June 2016

1.0 Policy Statement

- 1.1 SERC is committed to providing the highest quality of service to all our customers. If a customer is not satisfied with the quality of service provided by the College or College staff, they have the right to complain.
- 1.2 A complaint may be defined as '*A statement that something is unsatisfactory or unacceptable.*' www.oxforddictionaries.com.
- 1.3 The raising of complaints and the provision of feedback provides the College with an opportunity to improve its services. The College monitors complaints and the outcomes in order to improve the quality of our provision. This policy advises customers of the College's commitment to ensuring that any issues or problems are resolved quickly and as close to the source as possible, to the satisfaction of all concerned.

2.0 Scope

- 2.1 For the purposes of this policy, a customer may be a student, external customer, member of the public or third-party stakeholder.
- 2.2 The College will comply with the Standards for Complaint Handling in the Public Service agreed by the Permanent Secretaries Group, ensuring that:
 - There are clear lines of accountability for the handling and consideration of complaints within the College
 - Complainants have open and easy access to the College's complaints policy and information required to enable them to complain about any aspect of service
 - Complaints are dealt with through an efficient and effective process
 - All investigations are conducted promptly, thoroughly, openly, honestly and objectively
 - Complaints are responded to as promptly as possible and all issues raised are addressed
 - The College promotes a culture of learning from complaints so that, where necessary, service, processes and practices can be improved
 - The organisation monitors the effectiveness of its complaint handling and responsiveness
- 2.3 In addition, the College will:
 - Ensure that all positive comments are passed on to the relevant staff members
 - Process all complaints in a fair, consistent and unbiased manner
 - Endeavour to communicate with the customer within agreed timeframes throughout the process
 - Ensure no customer is disadvantaged as a result of making a complaint
 - Promote equality of opportunity and good relations in line with Section 75 of the Northern Ireland Act (1998)
 - Respect confidentiality and protect customers' data in line with legislation
 - Monitor and review complaints and compliments for quality assurance and equality monitoring purposes
- 2.4 Exemptions to this policy include:
 - Anonymous complaints, which will not usually be investigated, but will be recorded

- Matters where another policy or procedure applies; for example, academic appeals¹
- The right of the College not to investigate unreasonable or vexatious complaints
- Staff complaints which fall under separate employment policies and procedures

3.0 Categories of Customer Feedback

3.1 Compliments and Comments

If a customer feels that the College has exceeded the expected standard of service or wishes to leave a compliment or positive comment, they can either:

- Complete a 'Compliments Form' (Appendix 2). Forms may be downloaded from the College website or are available at reception
- Email the College on compliments@serc.ac.uk
- Advise a member of staff in person of the positive experience

3.2 Informal Complaint

If there is an occasion where a customer is not satisfied with the service we provide; they have a right to complain.

We would encourage customers to seek to resolve any issues informally with the relevant member of staff e.g. face-to-face discussion.

Where a resolution cannot be found or if the complaint is sufficiently serious, the customer may submit a formal complaint in writing.

3.3 Formal Complaint

There are various ways a customer can make a formal complaint:

- Complete a Complaints Form (Appendix 1). Forms are downloadable from the College website or available at reception
- Email the College at complaints@serc.ac.uk
- If the complaint relates to an academic matter, students have the right to contact and engage with the relevant Awarding Organisation directly, however Awarding Organisations will normally only consider a complaint after it has been managed in accordance with the College's Complaints Policy.

If a customer indicates orally that they would like to make a formal complaint, they will be asked to confirm details of their complaint in writing.

If assistance is required with the submission of a formal complaint, customers can contact the Senior Customer Services Officer for support.

Complaints should be submitted to the College no later than three months from the date of the issue arising. In exceptional circumstances, the College may exercise discretion with this timescale.

Complaints may be submitted on behalf of someone else, for example a person under the age of 18 or a vulnerable adult. Consent of the individual may be required.

¹ Please refer to [HE student handbook](#) for information on academic appeals

All formal complaints will be forwarded to the relevant Responsible Owner² for an open and objective investigation. Upon completion of the investigation, a written response will be issued to the complainant. For the purposes of this Policy, the Responsible Owner is the individual appointed to investigate the complaint.

The College will endeavour to adhere to the timeframes detailed below (Table 1).

Complaint Timeframes

Table 1

Communication	Response Time
Complaint acknowledgement letter/email to customer	Within 5 working days* from receipt of complaint
Letter/email to customer if clarification/further information is required to progress the complaint	Within 10 working days of receipt of complaint
Complaint response letter/email to customer	Within 20 working days** from date acknowledgement letter/email is issued, or from date clarification information is received from customer (if applicable)

*Working days are those days on which the College is open. Weekends, statutory days, Bank Holidays and other College closures are classed as 'non-working' days. Complaints specific to course admissions will be acknowledged within 2 working days from receipt of complaint.

**Complaints specific to course admissions will be responded to within 5 working days from date acknowledgement letter/email is issued.

If, for reasons beyond the College's control, the investigation and outcome exceeds or is likely to exceed, the timeframes set out in Table 1, the customer will be notified in writing as soon as practicably possible.

4.0 Appeals

- 4.1 If a customer is dissatisfied with the College response to their complaint, they have the right to appeal. Appeals should be submitted in writing, with full details of the grounds for appeal, to the Principal and Chief Executive³.
- 4.2 Following receipt of an appeal the College will endeavour to adhere to the timeframes detailed below (Table 2).

Appeal Timeframes

Table 2

Communication	Response Time
Customer submits letter/email of appeal to the College	Within 10 working days from date customer receives complaint response
Appeal acknowledgement letter/email to customer	Within 5 working days from receipt of appeal from customer
Appeal response letter/email to customer	Within 20 working days from date acknowledgement letter/email issued

² Responsible owners are defined in the separate Standard Operating Procedure

³ In the event a complaint made is about the Principal and Chief Executive, the Chair of the Audit Committee will appoint a suitable person to investigate and report. Any subsequent appeal will be addressed by the Governing Body.

- 4.3 Appeals will be considered by an individual(s) with no previous connection to the original complaint. The individual(s) appointed to consider the appeal request will depend on the nature of the complaint and appeal lodged.
- 4.4 If, for reasons beyond the Colleges control the investigation and outcome exceeds the timeframe or is likely to exceed the timeframe, the customer will be notified in writing as soon as practicably possible.

5.0 Customer Communications

5.1 Telephone communications

The recording of telephone conversations for the purposes of distribution to and use by any third party, without consent, is a breach of the Regulation of Investigatory Powers Act 2000. College employees have a reasonable expectation of privacy in the workplace and to protect their privacy, the College does not consent to telephone calls being recorded, unless express consent has been obtained.

5.2 Face-to-Face communications

Complaint meetings are confidential. If a meeting is required to resolve the issue, minutes will be taken and made available upon request to those in attendance. If the complainant identifies any inaccuracies the minute will be reviewed, and where an amendment is agreed a revised minute will be issued. As minutes are kept, recordings of the meeting or conversations in relation to the complaint are not required. College employees have a reasonable expectation of privacy in the workplace and to protect their privacy, the College does not consent to recording of complaints meetings, unless express consent has been obtained.

6.0 If a Customer Remains Dissatisfied

- 6.1 It is hoped that the College will be able to resolve any complaint through the complaints procedure. If however a customer remains dissatisfied with the outcome, they have the right to raise the matter with the Northern Ireland Ombudsman's Office (in his/her role as Commissioner for Complaints).
- 6.2 The customer can complain to the Ombudsman; however, the Ombudsman will normally only consider a complaint after it has been managed in accordance with the College's Complaints Policy, and where it is received within six months of completing the College's complaints process. Contact details for the Ombudsman are:

Northern Ireland Public Services Ombudsman

Progressive House
33 Wellington Place
Belfast
BT1 6HN
www.nipso.org.uk

7.0 Monitoring Complaints and Compliments

- 7.1 The College welcomes and values all feedback from customers. The College analyses feedback and areas of complaint for the purpose of improving services. All complaints will be dealt with sensitively, and in all cases the documentary evidence gathered and

stored remains confidential to those involved. Statistical information will be made available for Quality and Equality monitoring purposes.

8.0 Communication

- 8.1 This Policy is available at www.serc.ac.uk under 'public information' and is accessible in house via the staff Learning Engine. It can also be made available, upon request, in alternative formats including large print, braille, audio, and in other languages.

9.0 Review

- 9.1 This Policy will be reviewed and amended if necessary annually or sooner if required to reflect changes in legislation or circumstances.

If you require assistance with making a complaint, please contact complaints@serc.ac.uk

If you are submitting a complaint on behalf of someone else, please provide his or her name/contact details in Section 1B. We may contact the individual for permission to discuss the issue with you.

This form should be returned to: Senior Customer Services Officer, SERC, 25 Castle Street, Lisburn, BT27 4SU or emailed to complaints@serc.ac.uk

SECTION 1A – Complainant Details

Title:	Miss / Mr / Mrs / Ms	Other:			
Name:					
Contact Address:					
Tel Number:					
Email:					
Course (if applicable)					
Student ID (if applicable)					
Status (please tick relevant box)					
Student (Up to and including Level 3)	Student (Level 4 and above)	Parent or Guardian	Member of the Public	Employer	Organisation

SECTION 1B – Details of person on whose behalf you are submitting complaint, if different to above

Title:	Miss / Mr / Mrs / Ms	Other:			
Name:					
Contact Address:					
Tel Number:					
Email:					
Course (if applicable)					
Student ID (if applicable)					
Status (please tick relevant box)					
Student (Up to and including Level 3)	Student (Level 4 and above)	Parent or Guardian	Member of the Public	Employer	Organisation

SECTION 2

Details of Complaint: Please ensure that all details are provided, including (if relevant) date, time and place of the event; and names of those involved. You may attach additional sheets if necessary.

Have you attempted to resolve this issue informally? Yes / No
If Yes, please summarise any action taken to resolve your issue/s to date.

SECTION 3

What do you see as a suitable remedy to address the issue or matter raised?

PRIVACY NOTICE: Information gathered on this form will be processed within the provisions of the General Data Protection Regulations (GDPR) and used for the purpose of investigating your complaint. The College is permitted to process personal data where there is a 'lawful basis' to do so. This processing is necessary for the performance of a **public task** or in the exercise of official authority vested in the College as a Data Controller e.g. Public Authorities are subject to the Northern Ireland Public Services Ombudsman (NIPSO). Your information may be shared with relevant College staff for the purpose of investigating your complaint. It may also be shared with authorised third parties such as NIPSO, legal professionals where there is a lawful basis to do so. Further information on data protection and your rights are available on our website <https://www.serc.ac.uk/customer-privacy>

I realise that if I choose not to agree to these terms, the College will be unable to investigate my complaint.

Signed: _____ Date: _____

Office Use Only

Date Received:
Received By:

Date Acknowledged:
Responsible Owner:

COMPLIMENTS FORM

If you require assistance with submitting this form please contact compliments@serc.ac.uk

If we have done something well, we value and appreciate your positive feedback.

This form should be returned to: Senior Customer Services Officer, SERC, 25 Castle Street, Lisburn, BT27 4SU or emailed to compliments@serc.ac.uk

Title:	Miss / Mr / Mrs / Ms		Other:		
Name:					
Contact Address:					
Tel Number:					
Email:					
Course (if applicable)					
Student ID (if applicable)					
Status (please tick relevant box)					
Student (Up to and including Level 3)	Student (Level 4 and above)	Parent or Guardian	Member of the Public	Employer	Organisation
<p>Details of Compliment: Please ensure that all details are provided, including (if relevant) date, time and place of the event; and names of those involved if known. You may attach additional sheets if necessary.</p>					

PRIVACY NOTICE: Information gathered on this form will be processed within the provisions of the General Data Protection Regulations (GDPR) and used for the purpose of recording your compliment. The College is permitted to process personal data where there is a 'lawful basis' to do so. This processing is necessary for the performance of a **public task** or in the exercise of official authority vested in the College as a Data Controller e.g. Public Authorities are subject to the Northern Ireland Public Services Ombudsman (NIPSO). Your information may be shared with relevant College staff for the purpose of recording your compliment. It may also be shared with authorised third parties such as NIPSO, legal professionals where there is a lawful basis to do so. Further information on data protection and your rights are available on our website <https://www.serc.ac.uk/customer-privacy>
I realise that if I choose not to agree to these terms, the College will be unable to record my compliment.

Signed: _____ Date: _____

<u>Office Use Only</u>	
Date Received: Received By:	Date Acknowledged: Responsible Owner:



Complaints Process

