

Hampshire Achieves and Secure & Specialist Feedback and Complaints Policy & Procedures

Approved by



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Feedback & Compliments Policy and Procedures

The contents of this policy are an integral part of the HA and S&S Quality Assurance Frameworks.

1.0 Introduction

Hampshire Achieves is the single curriculum area within the Participation & Lifelong Learning Service of Hampshire County Councils Children's Services Directorate. Hampshire Achieves provides a range of directly delivered and sub-contracted learning programmes, including Apprenticeships, Young People's Learning and Adult Learning programmes at different venues across the county, as well the delivery of a full education and enrichment programme to young people in Secure and Specialist settings.

This document sets out our policy and key procedures in relation to feedback and complaints.

1.1 Related Policies

This policy is developed in the context of other related policies, including:

- [Conflict of Interest](#)
- [Teaching, Learning & Assessment](#)
- [Teaching, Learning, Assessment & Feedback](#)

2.0 Purpose

The purpose of this policy is to gain the views of learners, apprentices, parents/carers, employers, and other stakeholders to help us to improve our services, so if you think we could do better, we want to hear from you. We would also like to know when you think we did something well, and if anything in particular impressed you.

3.0 Scope

This policy applies to all Adult Learning Programmes, Apprenticeships, Young Peoples' Learning and Secure & Specialist programmes delivered by Hampshire Achieves and/or sub-contracted Adult & Community Learning partner providers.

4.0 How to give us feedback?

If you have a comment, suggestion or compliment you can highlight this; in person via your course tutor or learning centre/curriculum/education manager; by completing your mid/end of course evaluation form; at three-way reviews; through surveys; via Wall of Fame entries; or in writing/by email to Hampshire Achieves (details below).

5.0 Use of Surveys for Quality Improvement

Adult and Community, Apprenticeship and Young Peoples Learning Surveys

The timeframe and number of surveys distributed within a programme duration are as follows:

Learner	<ul style="list-style-type: none"> • 35 days (Apprenticeships only) • Mid programme survey (App. at 6 and 12 months) • End of programme survey
Stakeholder	<ul style="list-style-type: none"> • Employer (at 6 months and end of programme) • Parent/carer (mid-term and end of programme)
Adult	<ul style="list-style-type: none"> • End of course evaluation • Termly learner survey • Annual tutor survey

Each survey has the option for participants to give free text feedback/comment to either expand on questions asked or to raise points not included.

Monitoring and tracking of improvements

Curriculum/Development and Coordinators review responses at agreed intervals to identify strengths and weaknesses within each programme area.

Curriculum/Development managers and coordinators update the survey data spreadsheet with actions taken under 'you said we did' and also on the specific curriculum summary area for recommended actions.

The Development Coordinator (Teaching & Learning) will review action/response spreadsheet bi-monthly, and reminder emails are sent if no updates noted. Where a response has resulted in a quality improvement action this activity will be added to the provision type Quality Improvement Plan and will be reported on to PMG by the Curriculum/Development Manager

Reporting of surveys results

Results are shared and reviewed bi-monthly at Performance Management Group (PMG) meetings. The data report includes an aggregated view of the responses, which includes:

- Quantitative responses, which are tracked against previous results;
- Summary of strengths and weaknesses;
- You said we did (how we respond to suggestions and feedback);
- Praise and thanks.

6.0 How to make a complaint - complaints procedure?

If you have a complaint about any aspect of our service including your course or work placement opportunity, you can make a complaint using the complaints procedure outlined below. All forms of feedback including complaints are dealt with professionally and, where possible, are treated in confidence. However, in order to investigate complaints thoroughly, it may be necessary to share details of what you say. The complaints procedure makes sure we properly look into your complaint and give you a considered response.

6.1 How long will it take?

We will acknowledge your complaint within 5 working days from the date of receipt and tell you how long it will take to give you a full reply. We try to respond quickly to complaints and will reply to you within 20 working days.

Sometimes, due to the complexity of your complaint we will not be able to meet this timescale. If this happens, we will write to you, and keep you fully informed of the progress being made.

6.2 Stage One

If you have a concern regarding any aspect of the service please speak to the appropriate member of staff as soon as possible, for example this could be your course tutor; learning/skills coach; learning support adviser; programme coordinator or curriculum/education manager. Most concerns and complaints are quickly and successfully resolved in this way.

6.3 Stage Two

If it has not been possible to resolve your complaint at stage one, you may wish to consider progressing your complaint to the next stage. To do this you should make your complaint in writing or by telephone and asking to speak with the learning centre or programme manager (the manager). The manager will investigate the issues raised, try to resolve them, and respond to you in writing. We aim to resolve your complaint within 5 working days and by 20 working days at the latest.

If you are unhappy with the outcome at stage two and before moving to stage three, the manager will contact you. This will help to establish if there is anything further that can be done to resolve your complaint. The manager may arrange to meet with you to discuss your complaint in person.

6.4 Stage Three

Finally, if the first two stages of the process have still not resolved your complaint, you may write to the Head of Service for Hampshire Achieves or Secure & Specialist programmes to consider your complaint. The relevant Head of Service will investigate and will make sure that your complaint is looked at again and that you are given a written response setting out the conclusions.

The learner handbooks also outline our comments, compliments and complaints policy and includes details of how to make a complaint.

We will not investigate any issues or complaints which are subject to an awarding body or end point assessment appeal or review process.

Apprentices: If a complaint is not resolved through the above three stage process an apprentice learner can also escalate their complaint by contacting the ESFA Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk

7.0 Putting things right (You said, we did!)

How we respond to suggestions and feedback. If we get something wrong, we will do our best to put it right. We will review our policies and procedures to try to stop it happening again.

We monitor all feedback and complaints and will use this information to improve our services.

8.0 Recording

All complaints, whether verbal or in writing will be logged on the HA Complaints Monitoring spreadsheet, and each will be given a unique reference number. The reference number will be used on all correspondence. Dates, brief details, and a confirmation of action resolution must also be recorded. Copies of all correspondence (electronic or paper-based) will be saved securely on SharePoint within the HA Feedback and Compliments folder.

9.0 Monitoring, Review & Audit

The contents of all policy and procedures will be monitored regularly by Hampshire Achieves PMG. Policies and procedures will be kept updated in accordance with any mid-year changes in the law, regulations, or changes to the Services' provision, with updates approved by PMG. All policy and procedures will be reviewed by Senior Managers to determine their effectiveness, and where any changes are required, these will be applied and ratified. A summary of all changes will be kept as part of the PMG meeting notes. In addition, a cycle of internal policy compliance/audits defined by Senior Managers will provide the assurance of the overall effectiveness of the Services ethos, policies, and procedures, and will confirm operational effectiveness, and compliance with our own quality assurance framework and any relevant laws or regulations.

10.0 Contact details

Contact details for all comments, compliments and complaints are:

In writing to:

Hampshire County Council
Participation & Lifelong Learning
Hampshire Achieves
EII South room 2.26
The Castle
Winchester
SO238UG

By email: participation.lifelong.learning@hants.gov.uk

By telephone: 01962 846193

If you would like this document in an alternative format, then please use contact details above.

Appendix 1 Complaints Process Flowchart

