

CUSTOMER COMPLIMENTS, COMMENTS AND COMPLAINTS PROCEDURES

Procedure Statement

The following four procedures are for customers and staff to support the implementation of the Compliments, Comments and Complaints Policy.

- Compliment, comment, or complaint procedure
- Complaints Appeals Procedure
- Complaints against the Corporation Board Members and Clerk Procedure
- Data Protection Complaints Procedure

These enable any member of Activate Learning to capture compliments, comments, and complaints in a consistent format to ensure that good practice is acknowledged and celebrated and that complaints are resolved quickly and satisfactorily to enable the group to monitor customer satisfaction and make continuous improvements.

A compliment, comment or complaint can be made via our website at <https://www.activatelearning.ac.uk/contact-us/customer-feedback/>

Compliment, comment, or complaint procedure

Compliment, comment, or complaint is received.

If the nature of the feedback is a compliment, this will be passed across to the relevant director to or nominate a manager to review, contact the person making the compliment, if applicable, and praise the relevant team member / department. These will be logged centrally and celebrated where appropriate.

If the nature of the feedback is a written suggestion or comment

Further investigation is required

- If a quick resolution is not possible due to the nature of the complaint, it will be subject to further investigation.
- If the complaint includes more than one student, this will be dealt with as a group complaint. The elected spokesperson of the group will be given a reference number to pass across to the other complainants. They will then be required to give their consent, within three working days, via an online form quoting the reference number to be considered to be a part of the complaint. All communication, including the outcome, will be done via the spokesperson who has the responsibility to communicate forward to the rest of the group.
- If the complaint is about a staff member it may be dealt with under our HR procedures if this is deemed more appropriate. If this is the case, the complainant will be informed that this is being dealt with in line with our internal staff disciplinary policy and that there will





Complaints Appeals Procedure

Stage 1 A



the relevant partner



Data Protection Complaints Procedure

Step 1 – Complaint is received

Data subjects are encouraged to direct any data protection related complaints to the Data Protection Officer at dpo@activatelearning.ac.uk. However, a complaint may be made to any member of staff, in which case the staff member should immediately forward the complaint to the DPO, providing any and all information which may be relevant to the request.

Data subjects of Activate Learning may register a formal complaint concerning the way that Activate Learning processes, or has processed, their personal data in the following circumstances:

- Activate Learning has not kept their personal data secure.
- Activate Learning has processed their personal data in a way that is contrary to Data Protection Legislation.

data protection obligations has occurred, whether any risk or damage to the subject has arisen as a result and, where relevant, what mitigations have been enacted in order to prevent further damage or distress to the data subject.

Step 3 – Formalise outcome

Once the investigation has been concluded, the investigator will make a written report of the findings to the complainant **within 28 days**. This will outline the investigation process and conclusions and, where relevant, any resulting action that has or will be taken. Where appropriate, the complainant may be offered the opportunity to discuss the matter with the investigator; any appeal shall be referred to the Information Commissioner's Office.

External Appeal

In the rare cases where the internal complaints procedure has not resolved the matter, and depending on its nature, the following external organisations may review unresolved issues:

Contact	Area	Contact Details
Ofsted Complaints University partners	Nurseries Only University awarding bodies provide an opportunity for students to avail themselves of the university complaints procedure.	enquiries@ofsted.gov.uk
Office of the independent adjudicator (OIA – Higher Education)	The OIA for Higher Education provides an independent scheme for the review of student complaints or appeals.	

themselves of the opportunity for an independent review by the OIA must submit their application within 3 months of the issue of the Completion of Procedures letter.

Education Funding Agency



References

- Activate Learning Behaviour for Success Policy and procedures
- Education Act 1996
- Article 8 of the European Convention on Human Rights
- Search procedure
- Health and Wellbeing policy
- Bullying and harassment procedure
- Substance misuse procedure
- Admissions Policy
- Criminal convictions procedure
- Use of force and restraint procedure
- Incident and Investigation procedure
- Safeguarding and Child Protection Policy
- Accommodation Policy
- Residential accommodation student code of conduct

