

**COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY**





Logging compliments, comments and complaints centrally

Administration of the complaints procedure and monitoring compliance with the procedures.

The Group Director of Student Services is responsible for

Oversight of the independent verification of complaint outcomes

Monitoring and reporting on emerging themes and learning points and reporting to the Group Executive Team on key trends.

All staff are responsible for

Forwarding any Compliment, Comment or Complaint to Group Administration for logging

Participating in any investigation relating to a complaint

Taking actions for improvement as agreed.

## 6. Policy Commitments

Customers are able to provide feedback via a feedback form on the Activate Learning website, by emailing/writing or speaking to us directly, or by participating in one of our surveys, focus groups or feedback forums. If we do not have enough information to respond, we will contact customers for further details.

Receiving feedback is an important part of our Learning Philosophy led culture of learning from failure. We



