

The Adult College of Barking and Dagenham

# Customer Feedback Policy

Lead Responsibility	Service Manager Business Support
Designated Officer	Quality and Performance Manager (Education)
Advisory Officer(s)	Quality and Performance Manager (Employment)
Approved by	Service Manager Business Support
Date of approval	August 2023
Date of next review	August 2025

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**A note to all teaching staff:**

Please click [here](#) using a curriculum device to find a full list of Work and Skills policies & procedures

Please click [here](#) using an LBBB device to find a full list of LBBB policies

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# Policy Statement

## Rationale

We value learner and staff comment and encourage feedback to help us continually improve our services; we take all comments very seriously and aim to resolve any issues within the minimum time possible. For this reason, we have set out the following procedure to expedite response time and a satisfactory resolution to learners and staff.

## Customer Feedback procedure

### How can I give feedback to the Adult College?

- In person; Reception Staff will put you in touch with the Duty Manager who will be able to help you;
- By phone; our reception staff will put you in touch with an appropriate member of staff who will be able to help you;
- By filling in an Adult College Customer Feedback card available at site locations;
- By letter to the Quality and Performance Manager for Education at the Adult College;
- By e-mail to [kate.taylor@lbbd.gov.uk](mailto:kate.taylor@lbbd.gov.uk) or [AdultCollegeEnquiries@lbbd.gov.uk](mailto:AdultCollegeEnquiries@lbbd.gov.uk)
- Via the Barking and Dagenham Council website <https://www.lbbd.gov.uk/compliments-and-complaints>

If you need help accessing this site, please ask at Reception, where our staff will be happy to assist you.

### When can I complain?

Please let us know if:

- you have not been treated politely and fairly;
- you are unhappy about the standard of service you have received;
- we have failed to provide a service to which you are entitled; or
- you are unhappy about the action we have taken.

### Making a complaint

We have a simple procedure to make it straightforward.

#### 1. Stage 1

Firstly, take up your complaint with the department that provides the service in question. If phoning, ask to speak to the person you dealt with. It is best for everyone if complaints can be sorted out early. If you are a learner, please speak to your tutor. If you are still not satisfied with the answer you receive, you can ask to speak to a manager. Reception will put you in touch with the appropriate member of staff.

#### 2. Stage 2

Fill in a Customer Feedback Card and hand it in to Reception at the College. When we receive the card, it will be passed to the Quality and Performance Manager of the Adult College for their attention. The Quality Manager will send you an acknowledgement within **5 working days**.

#### 3. Stage 3

You should receive a response from the Manager investigating your complaint within 20 working days. If we cannot meet this target, we will send you a progress report.

#### 4. Stage 4:

If you are unhappy with the department Manager's reply, you can refer your complaint to the Principal of the Adult College, who will carry out an investigation. You should write to Mr Simon Beer, giving your reasons for appeal, at:

*The Adult College of Barking and Dagenham, 127 Ripple Road, Barking, Essex, IG11 7PB*

If a resolution has not been reached by this stage, you can ask for it to be independently reviewed by members of the Adult College Advisory Board. This is **Stage 5** and the final stage of the complaints' process; the decision of the Advisory Board is final.

**We promise that:**

- All complaints will be taken seriously and dealt with fairly and promptly;
- Your complaint will be acknowledged within 5 working days;
- A full response will be sent within 20 working days of the date of your complaint.

**What happens next?**

You will receive some or all of the following:

- An apology;
- An explanation;
- Action to put things right where possible;
- An assurance that we will try not to let the same thing happen again.

**Confidentiality**

Complaints will only be shared with those staff who are involved, and those investigating the complaint. We will keep a secure record of your complaint and any related correspondence throughout the process, in line with Data Protection (GDPR) guidelines.

**Procedure and Feedback**

Our complaints procedure is reviewed annually. All complaints received are analysed each term to ensure that we have kept our promises and have made improvements as a result of listening to your views. Details of these improvements will be published and displayed on notice boards around the College and included in our annual Self-Assessment Report. You may be contacted by post and asked to fill in a complaint handling questionnaire so that we can make sure you are satisfied with the outcomes of your complaint.

***Quality and Performance Manager for Education  
July 2023***