

# COMPLIMENTS, FEEDBACK AND COMPLAINTS

## PURPOSE

We want to ensure that all of our students and customers have an excellent experience of the Hart Learning Group.

We're proud of the good work that we do for the vast majority of students and customers we work with. It is always great for us to hear from our customers about that good work. Feedback is crucial to our continuous improvement efforts – and recognition is always really welcome for our colleagues.

We are aware that things can sometimes go wrong. When this happens we want to know about it so we can do our best put things right and make sure things don't go wrong again in the future.

All compliments, feedback and formal complaints are handled by the Hart Learning Group Quality team. We will share your feedback, make sure that any complaints are properly considered – and that we respond in good time.

## COMPLAINTS

If you make a complaint, we'll follow the process outlined below:

### **STAGE 1: INFORMAL COMPLAINT**

You may find you are able to deal with your complaint informally. If you are a student, or parent / guardian of a student, you may find it useful to speak to your course team leader or the manager of the area in which you study. If you are a business client or partner organisation, you may wish to speak to the manager you work most closely with in Hart L&D or NHC. At this stage, your complaint will be listened to and taken seriously and every effort will be made to deal with the issue in an effective and efficient manner.

### **STAGE 2: FORMAL COMPLAINT**

If you have found you are not satisfied with the outcome of your informal complaint or do not find that stage appropriate you can make a formal complaint. This can be made in one of two ways. You can either use the feedback form available on both the North Hertfordshire College and Hart L&D websites or you can make your complaint in writing to:

Head of Teaching, Learning and Quality  
Hart Learning Group  
Engineering and Construction Campus  
Fulton Close  
Stevenage  
SG1 2AF

### **STAGE 3: ACKNOWLEDGEMENT**

You will receive an acknowledgement within five working days of our receipt of your complaint.

#### **STAGE 4: INVESTIGATION**

Your complaint will be forwarded to the relevant manager for investigation. They will contact you for further information if appropriate. This investigation may include further information provided by you, interviews with the relevant person or audits.

If no response is received to a request for further information within 20 working days from the date the request was sent by the investigating manager, and the investigation is unable to proceed as a result of this, the investigation will be closed. You will be contacted in writing to confirm this.

#### **STAGE 5: RESPONSE**

You will receive a response within 20 working days from the date of acknowledgement. If further investigation is required then a revised response date will be given. The response to your complaint will be confirmed in writing.

#### **STAGE 6: REVIEW**

It is rare that complaints are not fully answered or customers are dissatisfied with their response. However, if this happens, you can request that further investigation or a review of the response takes place by the Executive Director of Quality, Curriculum and Organisational Development (Hart Learning Group, Monkswood Way, Stevenage, SG1 1LA).

This will start with a review of the first investigation to ensure it was sufficient, and where appropriate further investigation will take place. This may include further information provided by you, interviews with other relevant persons or audits. The Executive Director of Quality, Curriculum and Organisational Development reserves the right to deny the appeal at this point by providing written explanation.

If no response is received to a request for further information within 20 working days from the date the request was sent by the Executive Director of Quality, Curriculum and Organisational Development, and the review is unable to proceed as a result of this, the review will be closed. You will be contacted in writing to confirm this.

#### **STAGE 7: FINAL RESPONSE**

Following the review, the Executive Director of Quality, Curriculum and Organisational Development will provide a final written response within 20 working days from the date of acknowledgement of the request for a review. If further investigation is required then a revised response date will be given.

#### **STAGE 8: APPEAL**

If, after the stages of the process have been completed, you are still not satisfied, you can appeal the response to the Group CEO. The CEO will review the investigation(s) and make a full and final decision of the appeal. The CEO reserves the right to decline appeals.

If you are not satisfied with the final decision, you are able to refer your complaint to the Education and Skills Funding Agency, the relevant awarding organisation, the qualification regulator, or any other relevant organisation in order to make a complaint about the college.

A copy of the Education and Skills Funding Agency policy is available at:  
<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

## CONFIDENTIALITY

Every attempt will be made to ensure confidentiality of the complainant. However, where it is appropriate, the complainants identify may need to be revealed in order to fully investigate the complaint. If this is the case, the complainant will be informed prior to the revealing of their identity.

## DATA PROTECTION

All complaints will be kept and stored according to relevant data protection legislation. If you have concerns about how your personal data is used or stored, or you wish to exercise your rights under the Data Protection Act, please write to the Data Protection Officer, Hart Learning Group, Monkswood Way, Stevenage, SG1 1LA.

## SAFEGUARDING

If the college receives information that a young or vulnerable person is, or has been, put at risk of harm, the matter will be addressed to one of the responsible persons for safeguarding at North Hertfordshire College. Where this is the case, processes covering safeguarding of young and vulnerable persons will supersede the complaints process.