

Compliments, Comments and Complaints Policy

2018-2019



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Date of Impact	
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Introduction

Liverpool Football College welcomes feedback from all who use our services.

The compliments, comments and complaints policy and procedure applies to all services the College provides and is available to students, former students, employers and members of the public.

We aim to respond to all suggestions, whether positive or negative in a timely and courteous manner as part of our commitment to providing the highest standards of teaching, learning and client service. We are committed to taking complaints seriously by

- Encouraging a culture of openness
- Making the process as straightforward as possible
- Carrying out a fair and thorough investigation
- Keeping the complainant informed throughout
- Using the information to improve our services and provide staff training if required

It should be noted that staff and students who wish to raise a safeguarding concern should follow the college safeguarding policy and procedure. Safeguarding concerns for students arising from the action or potential action of other student or any non-staff members should be raised with a college designated Safeguarding Officer. Safeguarding concerns arising from the actions of staff should be raised with the Principal or Lead Safeguarding Officer. Concerns arising from the actions of the Principal should be raised with the Lead Safeguarding Officer.

Policy Statement

Compliments and comments

The College welcomes feedback from all users of college services. There are a number of options available to all our clients to provide compliments, comments and feedback to the College.

- Surveys
- Learner Voice Meetings and Employer Forums
- By Emailing: info@liverpoolfootballcollege.com
- By writing to the Principal

All compliments and comments will be acknowledged and the client thanked for their feedback. Compliments should be shared with the member(s) of staff, their Line Managers. Sometimes, the College will use compliments in publications and for marketing purposes. Comments should be passed to the relevant department who will consider any action required.

Complaints

Liverpool Football College takes all complaints seriously and seeks to improve its service. Complaints are reviewed by the senior leadership team along with the effectiveness of the procedures used to address them. Information received in complaints will be used to prevent recurrence.

The college welcomes feedback on the services it provides, which may from time to time include dissatisfaction with an aspect of service. Anyone who feels it is appropriate to express dissatisfaction should be offered the opportunity to report the circumstances openly and confidently to the College with full assurance that it will be received in a manner which reflects the caring philosophy of the organisation.

The College aims to deal with each expression of dissatisfaction courteously, sympathetically, fairly and objectively and to offer an appropriate remedy to anyone who is adversely affected by a service that fails to meet its standards.

Confidentiality

Where possible confidentiality will be observed, throughout the operation of this policy. Where a complaint relates to specific individuals, the college may seek permission to share such details with them. If permission is not given, it may not be possible for the College to fully investigate or resolve the complaint.

Anonymous Complaints

The college does not normally accept or act upon anonymous complaints, due to the college not being in a position to collect all relevant information for investigation from such complaints and respond accordingly. There may, however, be exceptional circumstances where the College deems it appropriate to investigate a complaint from an anonymous source, which identifies a risk to the College community or the public.

Vexatious and malicious Complaints

A vexatious or malicious complaint is defined as a complaint which is deemed unreasonable or untrue, having been put forward so as to abuse the complaints procedure, or an attempt to defame the name or character of another person. In cases where a complaint is considered to be vexatious or malicious, the College reserves the right to terminate investigation of the complaint.

Permission to Disclose

If the complainant wishes for someone else to raise concerns with us on their behalf, please note that the College has a legal obligation under the Data Protection Act 1998 with regard to sharing information with third parties. Therefore, in some circumstances the College will require written permission to share this information with them.

Before permission is given to share the information with others, the complainant must consider whether our response will include any sensitive information about them. The complainant is required to contact us in advance to tell us which sensitive information we can and cannot share.

Multi-Issue Complaints

If a complainant identifies a number of issues which fall within the remit of other procedures, for example, an academic appeal or both, the content of such complaints will be reviewed. The complainant will then be notified and directed to the relevant policy and procedure.

Collective/group Complaints

Collective/group complaints are expected to identify how each individual has been personally affected by the issues which are being brought to the attention of the College. Each individual named in the collective complaint must agree with the content of the complaint before it is submitted and individually sign to say that they are in agreement of the same. Only the nominated spokesperson will receive communication/correspondence from the College.

Stages of Complaint

The College operates three stages to a complaint Informal, formal and appeal. At any point the complaint can be satisfactorily concluded. The process can be found below.

3.1 Stage 1 - Informal

Rather than let an issue of concern or an area of dissatisfaction become a complaint, we encourage you to resolve the issue informally. There are various avenues open to do this:

Students

Students are encouraged to attempt to resolve issues locally. They can

- Raise their concerns directly with the person who, in their opinion, is responsible for the problem or with a lecturer for their course.

- Raise the concern directly with the Head of Centre

Others

Parents and other members of the public or any incidental user of the College services should, in the first instance, raise the issue directly with the person who, in their opinion is responsible or with the Principal

Former students are expected to raise any concerns within three months of completing their course of study.

Liverpool Football College office can advise on the appropriate person to complain to and provide support if required. They can be contacted on 0151 724 4983

3.2 Stage 2 - Formal

The College appreciates that there may be occasions where the above process is inappropriate and that a more formal approach is necessary, or where you feel that your complaint has not been satisfactorily resolved at stage 1.

Please note that formal complaints must always be in writing. The enclosed flow chart outlines the key stages through which a complaint is processed.

Where it has not been possible to resolve matters to your satisfaction under Stage 1 you should put your complaint in writing, please outline your concerns as clearly and in as much detail as you can. Please include your name and address, dates locations and witnesses as appropriate. You should outline any previous unsuccessful attempts at resolution and what reasonable steps should be taken to resolve the complaint. You should initiate stage 2 within 10 working days of response to stage 1. We will send an acknowledgement within 5 working days.

We aim to provide you with a formal response within 10 working days. If we are unable to do this you will be kept informed of our progress.

3.3 Stage 3 – Appeal Procedure

Where the complaint has not been resolved at stage 2 you may choose to progress your complaint to stage 3 which is the final stage of the College complaints procedure. This should be made in writing within 10 working days of when you received the stage 2 response. Again you should explain why the outcome of the stage 2 process is not satisfactory and what you would like us to do next. Correspondence for stage 3, should be addressed to the Principal, LFC Foundation College, Wyncote Sports Ground, Mather Avenue, Liverpool L18 6HF.

We will send you an acknowledgement within 5 working days and we aim to provide you with a response to your stage 3 (appeal) within 20 working days.

This ends the Liverpool Football College complaints procedure

Other information

Where a complainant is not satisfied with the outcome of the Stage 3 process they have the opportunity to appeal to the appropriate external body.

4. Student involvement

Student input is essential in understanding the client experience and must be used by academic teams to inform their quality processes. Any shortcoming in the level of service identified by a complaint must be examined to ensure that the root causes of the complaints are addressed.

5. Linked policies/statements

- Safeguarding learners
- Student Conduct and Performance Policy
- Attendance and punctuality

6. Monitoring and Review

The procedure will be reviewed annually.