

## Code Nation Compliments, Comments and Complaints Policy

### Policy Statement

We like to encourage feedback from our students, apprentices, clients and customers. We will do this through quality assurance procedures and through this procedure.

**Compliments** are distinct examples of praise for a service received or performance of our team – they help us to:

- boost staff morale
- provide good public relations material
- indicate which parts of our services are performing well
- assist in strategic decision-making

**Comments** may be more neutral than a compliment or a complaint, but is likely to be valuable feedback – they help us to:

- assist in procedure review and planning
- assist in strategic decision-making

Compliments and Comments can be made on the form attached to this policy. Permission for publication of the compliment/comment will be sought for use in marketing activities.

**Complaints** are anything regarded as such by the person or organisation expressing it. This could include comment on;

- services or staff
- policies

Please note that this policy is not about assessment decisions. For complaints regarding an assessment decision, the Appeals Procedure is to be followed.

The following procedure details the actions to be taken both by the complainant and by the Management of Code Nation.

**All compliments, comments or complaints are to be forwarded to the Campus Manager. These will be logged and then investigated if necessary, before filing. The files will be kept in the Quality and Compliance office, and filed securely online.**

## Procedure

### Stage 1

The complainant is to request a complaint form from the head office or point of contact. Once the form is completed, the complainant is to return it, either by email or in the envelope provided to the head office.

On receipt of the complaint the Campus Manager will acknowledge receipt and carry out investigations into the complaint.

Once investigations have been made and an outcome derived a written response will be issued within 7 working days, by letter or email.

If this is not possible the Campus Manager will inform the complainant of any delay, in writing.

### Stage 2

If after the Campus Manager has actioned a complaint, the complainant still feels that the complaint has not been given a satisfactory conclusion they may request a meeting with the Director of Talent to attempt to resolve the situation.

The Director of Talent will investigate the complaint and gather evidence and provide the complainant with a written record of the meeting and the outcome within 7 working days. If this is not possible the Director of Talent will inform the complainant of any delay.

### Stage 3

If, following the above processes, the complainant still does not feel that the matter has been resolved effectively, they have the right to apply to higher authority such as awarding bodies and the ESFA in assistance to gain a satisfactory resolution.

**ESFA complaints team** – [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

Complaints Team  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

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Review Date	July 2021
Board Responsibility and Approval	Dave Muir

## Compliment, Comment, Complaints Form

Please complete the form and return to the Operations Director in the envelope provided or via email to [kath.woods@wearecodenation.com](mailto:kath.woods@wearecodenation.com)

Name	
Company	
Address	
Contact Number	
Email Address	

This is a: (please circle)      COMPLIMENT      COMMENT      COMPLAINT

<b>COMPLIMENT/COMMENT</b>	
Please give full details of the compliment/comment – name of staff, programme, incident, outcome.	
If you do not give permission for this to be used in marketing purposes - please tick here <input type="checkbox"/>	
Signature	Date

**COMPLAINT**

Please tick the issue you are complaining about and provide factual evidence, for example, names of witnesses, dates, times, supporting statements.

Service		Provision	
Staffing		Equality and Diversity	
Other			

Issue

Concern

Date:  Time:

What steps have you taken to resolve the issue? Please give names/teams you have sought help from and say what the outcome was:

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If your complaint is upheld, what remedy would be acceptable to you? Remedies must be appropriate to the nature of the complaint

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**QUALITY DIRECTOR UPDATE**

Outcome/Route cause of complaint

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Resolve actions completed

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Follow up requirements

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Attach to this form:

- Investigation Notes
- Communication to the Complainant