



Compliments and Complaints Procedure

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Final

Author:

Head of Student Experience

Head of Marketing

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Impact Assessment Completed

Yes

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February 2027

Principal's Signature

A handwritten signature in black ink that reads "Diana Ford".

Equality Impact Assessment Form

The completion of the Equality Impact Assessment (EIA) will help us to ensure that our policies, procedures and practices do not discriminate or disadvantage people and also improve or promote equality.

In relation to: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.
1. Please explain if you identified any inequalities or possible discrimination in the policy, procedure or practice?
None identified
2. If identified, how have you changed the policy, procedure or practice to remove or mitigate the inequality or discrimination?
Not Applicable
3. Any follow up actions required?
Not Applicable

COMPLIMENTS AND COMPLAINTS PROCEDURE

1. PURPOSE

Shipley College is committed to improving its service and welcomes and values feedback from all of its stakeholders. The Compliments and Complaints Procedure is one of the ways in which the College monitors its performance and ensures that the quality of our service is enhanced.

2. SCOPE

The Procedure covers users of College Services – including students, members of students' families or their representatives, employers, visitors or members of the public/local community.

3. RESPONSIBILITY

The Executive Assistant is responsible for administering and reporting on the processes outlined in this procedure.

Compliments will be acknowledged, recorded, celebrated and circulated as appropriate.

Where a complaint is made, a member of the College Leadership Team will be nominated to oversee the investigation of the complaint.

Complaints against the Principal should be sent to the Chair of the Corporation via the Director of Governance. The Principal's Executive Assistant (01274 327207) can provide the correct email address.

4. CAUSE FOR COMPLIMENT

4.1 The College recognises that an individual student, a student's family member or their representative, a member of the public or an employer may wish to give recognition where the College has provided a high level of service. The College is always delighted to receive positive feedback and to share it with the College. In addition to giving feedback directly to members of staff, stakeholders may also pass on the feedback to the compliments@shipley.ac.uk

5. CAUSE FOR COMPLAINT

5.1 The College recognises that where an individual student, a student's family member or their representative, a member of the public or an employer feels that the College has not provided or met an expected standard of service it has a responsibility to treat that complaint seriously, to deal with the complainant courteously and to resolve the cause for complaint without any undue delay.

6. GUIDANCE FOR STUDENTS ON MAKING A COMPLAINT

6.1 Every complaint from a student must be taken seriously and, as in all matters, the complainant should be treated with respect and courtesy. Whenever possible, complaints should be resolved informally. If an informal resolution cannot be achieved, the student should be informed of their option to make a formal complaint with the Principal's Executive Assistant.

It is important that:

- 6.2 The College ensures that no student who makes a complaint about a staff member faces negative consequences as a result of raising the complaint.
- 6.3 In the first instance, efforts are made to find a resolution that satisfies the student.
- 6.4 If students feel unable to make a complaint directly to their tutor, Course Leader or Head of Department, they know to contact the Student Experience Team. This can be done in person, via email at studentservices@shipley.ac.uk, or by calling 01274 327281. The Student Experience Team will provide guidance and support and, if appropriate, attempt to resolve the issue informally.
- 6.5 If the student chooses to escalate the complaint formally, the Student Experience Team is available to assist them throughout the formal complaints procedure.

7. GUIDANCE FOR EXTERNAL STAKEHOLDERS TO MAKE A COMPLAINT

- 7.1 Complaints can be made by contacting the Principal's Executive Assistant on 01274 327207, by mail at Shipley College, Victoria Road, Saltaire, Shipley, BD18 3LQ, or by emailing sbutler@shipley.ac.uk
- 7.2 If the complainant is unable to contact the Principal's Executive Assistant by phone, they can contact College Reception on 01274 327222. Reception staff will ask callers to detail the nature of the complaint and to the Principal's Executive Assistant.
- 7.3 If a student's family member or their representative has difficulty in making their complaint they can ask for help from the Student Experience Team by telephoning 01274 327281 or emailing studentexperience@shipley.ac.uk.
- 7.4 For complaints to be investigated, the complainant is required to provide a contact telephone number and their home or email address. This enables the College to provide timely feedback as set out below, and helps ensure the legitimacy of the complaint.
- 7.5 Where the complaint cannot be resolved informally, the complainant should be asked to put it in writing and to leave their name, telephone number and/or email so that they can be contacted. Complaints will be treated as informal unless a name and contact details are provided.

8. WHAT TO EXPECT WHEN MAKING A COMPLAINT

- 8.1 Anyone making a Formal Complaint can expect it to be taken seriously, to be treated with courtesy, and to receive formal acknowledgement within five working days.
- 8.2 While the time needed to resolve a complaint may vary, the complainant should generally expect a response within ten working days of the acknowledgement, and will be kept informed of any progress thereafter.
- 8.3 If it is necessary to speak with the complainant in person, they may be accompanied by a friend, relative, or a member of the Student Experience Team. However, a legal representative may only accompany the complainant if appropriate, and with prior permission from the College Senior Leadership

Team.

- 8.4 The person making the complaint should be assured that making a complaint will not affect their future interactions with the College.

9. THE OUTCOME OF A COMPLAINT

- 9.1 The College will assign a member of the College Management team to oversee the investigation of the complaint. The assigned manager may request to speak with the complainant, either in person or by phone, to clarify the details of the complaint and will seek to gather evidence from any other relevant individuals.
- 9.2 After the complaint has been investigated, the outcome will be communicated in writing to the complainant and any other relevant parties.

For complaints about Assessment decisions or exam outcomes, please follow the guidance in the Assessment & Verification Procedure.

10. APPEAL

- 10.1 If a person making a complaint feels that it has not been adequately addressed, they may submit a written appeal to the Principal's Executive Assistant for a review of the decision. The appeal should explain the reasons for the request and be sent to the following email address: sbutler@shipleys.ac.uk
- 10.2 Once the person has fully exhausted the College's complaints procedure and remains dissatisfied, they are entitled to make a further appeal to the Department for Education (DfE) or West Yorkshire Combined Authority (WYCA) as appropriate.
- 10.3 For general complaints about FE colleges, training providers and other organisations that deliver post-16 learning and apprenticeships, the complainant can appeal to the DfE using the customer help portal - <https://customerhelpportal.education.gov.uk/>
- 10.4 Complaints adult learner courses, funded by the West Yorkshire Combined Authority (WYCA) can be found at the following link - <https://www.westyorks-ca.gov.uk/contact-us/complaints/>

11. RESPONSIBLE USE OF THE COMPLAINTS PROCESS

- 11.1 All complaints will be taken seriously though malicious complaints, upon review, may be dealt with under the disciplinary policy.

Malicious complaints may lead to action through the appropriate College Policy and procedure.

12. MONITORING AND REPORTING

The Executive Assistant will maintain a record of all formal compliments and complaints for the Senior Leadership Team's (SLT) attention. An annual report on all formal complaints, including their outcomes and any actions taken, will be presented to the Corporation's Curriculum and Quality Committee.