



Buckinghamshire University Technical College

**Compliments, Comments
and
Complaints Policy**

Responsible Officer:	Business Services Director
Date:	September 2015
Review date:	September 2016
Procedure available:	Website/Reception/Learning Centre
Authorised by:	Governing Body/

COMPLIMENTS, COMMENTS AND COMPLAINTS

Policy

1. This policy outlines how Bucks UTC will deal with compliments, comments and complaints from customers and stakeholders.
2. Bucks UTC is committed to having a formal Compliments, Comments and Complaints Policy and Procedure which allows customers to provide valuable feedback about our products and services. This will ensure that we provide quality services for our customers and are responsive to their needs.
3. Customers are defined as: Students, external customers using the Bucks UTC facilities, Businesses, Organisations or individuals that the Bucks UTC works with or has a business relationship with.
4. The purpose of the Compliments, Comments and Complaints Policy is:
 - a. To encourage customer feedback
 - b. To provide effective means for people who use Bucks UTC's services to provide feedback, whether positive or negative
 - c. To confirm the individual's right to complain or share their opinions
 - d. To ensure that compliments, comments and complaints are dealt with effectively and impartially
 - e. To direct that complaints should be resolved:
 - as quickly as possible
 - as close to the point of delivery as possible
 - fairly (for all parties)
 - with the minimum of inconvenience to the Complainant
 - In a consultative manner and with the aim of agreeing a solution
 - f. To ensure that we respond to all suggestions, whether positive or negative, in a prompt, courteous and confidential manner as a key part of our customer service strategy
 - g. To provide a framework for the delivery of the Compliments, Comments and Complaints Procedure
5. All complaints will be considered as complaints against Bucks UTC and not against individual members of staff.
6. The objective of the complaints process is to investigate and improve the services that we offer and to be accountable to our customers and stakeholders. The policy of Bucks UTC is to respond to all suggestions, whether positive or negative, in a prompt, courteous and confidential manner. All complaints will be treated seriously.

7. The Compliments, Comments and Complaints Procedure will detail minimum expectations, timelines, responsibilities and the agreed process for responding to Customer feedback
8. The Vice Principal Curriculum and Quality and Business Services Director will be responsible for making a joint termly report to the Senior Leadership Team and an annual report to the Governing Body of Bucks UTC.

This policy cross-references with the following documents:

- *The Buckinghamshire UTC Compliments, Comments and Complaints Procedure*
- *The Buckinghamshire UTC Customer Complaint Procedure Flowchart*
- *The Buckinghamshire UTC Student Handbook*

Copies of all documents can be obtained by contacting Reception, the Website and the Learning Centre.