

**Policy: Complaints,  
Compliments and Suggestions  
for Improvement**

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## **1. Purpose**

Franklin Sixth Form College aims to provide a high-quality service in all aspects of its work with its students and the wider community.

Comments expressing satisfaction or dissatisfaction with any service provided, and suggestions about how the College can improve its services, are always welcomed by the Principal as part of our drive for continuous improvement.

Students and other stakeholders have the right to expect the College to consider complaints fairly and quickly. The College encourages early notification of any issue, rather than a situation being allowed to steadily get worse.

The College will maintain a record of formal complaints, compliments and suggestions including a summary of the resolutions or planned action.

Any complaint will be regarded as confidential, but it will usually be necessary to discuss the nature of the issue with all staff involved. If a student/client does not want this to happen, this must be clearly stated.

Complaints procedures must ensure fairness for everyone, the person/service complained about as well as the person complaining.

The Governing Body will receive an annual summary and evaluation from the Principal of the number and general character of complaints, compliments and suggestions and subsequent resolution/planned action.

## **2. Scope and legal definitions**

The College publishes this statement of procedures on its website and also internally using Microsoft Teams.

Our complaints, compliments and suggestions for improvement procedure is designed to help stakeholders register their concerns and to help the College respond effectively and appropriately.

## **3. Policy Statement**

Complaints are dealt with in two ways:-

- Informal – by talking to us
- Formal – by putting the complaint in writing.

### 3.1 Contacting the College

If you are not satisfied with the service we are providing you can contact us informally by:

- Talking to the subject teacher, to the Curriculum Team Leader for that subject area, or by contacting your Progress Coach
- Providing feedback via student questionnaires, focus groups etc.
- Talking to any member of the Student Support staff including Student Service Managers and Progress Coaches.

Formal complaints should be put in writing and sent to the Principal.

- You can if you wish use the Complaints / Compliments and Suggestions for Improvement Form, available from main Reception or from the College website. This should be completed and posted in a sealed envelope to the Principal, Franklin Sixth Form College, Chelmsford Avenue, Grimsby, North East Lincolnshire DN34 5BY. Alternatively, it can be delivered in person to the College main Reception.
- Written complaints can also be emailed to the College at the following address: [reception@franklin.ac.uk](mailto:reception@franklin.ac.uk)
- Complaints which relate to the College Principal, to an individual governor or to the activities or actions of the Corporation should be addressed to the Clerk to the Corporation. These can be submitted by post or email to the following address: [clerk@franklin.ac.uk](mailto:clerk@franklin.ac.uk)

### 3.2 The complaints procedure

- Where a complaint is fully or partially upheld, the College will take positive action to put things right, make every effort to prevent the same thing from happening again and will ensure the complainant is kept informed throughout. If a complaint is not upheld, the complainant will be advised accordingly.
- Once a complaint has been received, the College endeavors to acknowledge receipt of that complaint within five working days.
- The College will appoint an appropriate manager to conduct an investigation. The manager will then contact the complainant to discuss the situation and work towards achieving an acceptable solution.
- If you need help in making a complaint, then you can ask for support to assist you.
- The College will ensure that your complaint is dealt with impartially and confidentially.

### 3.3 Outcome of the investigation

On completion of the investigation, the complaint will be classified in one of three ways:

- **Upheld** – the complaint was fully justified and will result in the College taking corrective action, e.g., an amendment of management/service procedures, staff training, improved communications

- **Partially upheld** – certain aspects of the complaint were considered justified and will result in the College conducting some follow-up action
- **Not upheld** – the complaint was not justified.

### 3.4 Concluding action

On completion of the investigation, the investigating manager will:

- ensure the Principal or his delegated representative is in possession of all necessary information and paperwork to officially record and log the process
- inform any members of staff who have been involved in the complaint of the outcome and any follow-up action
- make sure the complainant has been fully briefed about the outcome.
- Ensure, if the complaint is about equality and diversity, safeguarding or disability that the appropriate College manager has been notified.

### 3.5 Appeals

- If you are unhappy with the outcome of the complaint, you can request a review of the matter which will be undertaken by a member of the College Leadership Team.
- A further investigation will be undertaken to try to reach a solution acceptable to both the complainant and the College.
- If the above mechanisms fail to produce an acceptable solution to any complaint, student/clients may appeal by writing to the Chair of the Corporation, C/O the Clerk to the Corporation, Franklin Sixth Form College, Chelmsford Avenue, Grimsby, DN34 5BY within 30 days of receiving the College response. Depending on the nature and complexity of the complaint, the Chair of the Governing Body will aim to respond within 7 working days.

### 3.6 Time periods

The time periods as set out in this procedure are for guidance and under some circumstances may be subject to extension. Where any such extensions are made, the complainant will be notified in writing.

### 3.7 Serial and vexatious complainants

A serial and/or vexatious complainant is someone who acts in an unreasonable manner, is unreasonably persistent in the manner in which they raise their complaint, for example, shifting goal posts, not accepting what is being said. The College has a duty of care for its employees; when dealing with a serial and/or vexatious complainant we reserve the right to refuse to investigate a complaint and may, if appropriate, refer the matter to the College's solicitors.

### 3.8 Compliments and suggestions for improvement

The College welcomes compliments and suggestions for improvements which can be lodged through the following methods:

- You can, if you wish, use the complaints / compliments and suggestions for

improvement form, available from main Reception or from the College website. This should be completed and posted in a sealed envelope to the Principal, Franklin Sixth Form College, Chelmsford Avenue, Grimsby, North East Lincolnshire DN34 5BY. Alternatively, it can be delivered in person to the College main Reception.

- Written complaints can also be emailed to the College at the following address:  
[Reception@franklin.ac.uk](mailto:Reception@franklin.ac.uk)

### **3.9 Evaluation of Complaints/Compliments and Suggestions for Improvement**

The Principal will prepare an annual summary evaluation of the number and general character of complaints, compliments and suggestions along with subsequent Policy References.

## **4.0 Policy References**

### **4.1 Access to the Policy**

The policy will be available via Franklin College's Teams presence and also published on the College's website.

### **4.2 Quality and Assurance Monitoring**

The content and operation of this policy will be formally reviewed every 3 years.

**Appendix A**

**Written Complaints, Compliments and Suggestions for Improvement form**

Name.....

Address.....

Telephone Number.....Email Address.....

Nature of Complaint / Compliment

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Suggestions for Improvement

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Any other comments

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Signed: ..... Dated: .....

PLEASE RETURN THIS FORM IN A SEALED ENVELOPE TO:

The Principal, FRANKLIN SXITH FORM COLLEGE, Chelmsford Avenue, Grimsby, North East  
Lincolnshire, DN34 5BY