

**Academic Year:** 2021/22

**Target Audience:**

Staff  
Students  
Governors  
Members of the Public

**Summary of Contents:**

This Policy advises customers and staff on the College's commitment to providing a high-quality service by ensuring that questions and problems are resolved quickly, as close to the source as possible and to the satisfaction of all concerned.

**Enquiries:** Any enquiries about the contents of this document should be addressed to:

**Title:** Senior Customer Services Officer  
**Address:** Lisburn Campus  
25 Castle Street  
Lisburn  
BT25 4SU  
**Tel:** 0345 600 7555 ext. 1738  
**E-mail:** [auprichard@serc.ac.uk](mailto:auprichard@serc.ac.uk)

**Approval by:**

**CMT:** 12 November 2019  
8 November 2021  
**Governing Body:** 27 September 2016  
26 November 2018  
21 November 2019  
22 November 2021

**Policy Number:** 043-2016

**Created:** Aug 2016  
**Reviewed:** Aug 2017  
October 2017  
October 2018  
November 2019  
October 2021  
**Next Review Due:** October 2023

**Related Documents:**

Complaints and Compliments SOP

**Superseded Documents (if applicable):**

Customer Feedback Policy 11-2008  
Customer Feedback Policy 4-2010  
Customer Feedback Policy 6-2013  
Customer Feedback Policy 038-2015

**Equality of Opportunity and Good Relations Screening Information (Section 75):**

Date Policy Screened – 6 June 2016

## Complaints and Compliments Policy Version History

Version	Description of Changes	Date
1.1	Links to online complaint and compliment submission forms added at 3.3 and 3.5	Nov 21

## 1.0 Policy Statement

- 1.1 SERC (“the College”) is committed to providing the highest quality of service to all our customers. If a customer is not satisfied with the quality of service provided by the College or College staff, they have the right to complain.
- 1.2 A complaint may be defined as ‘A statement that something is unsatisfactory or unacceptable.’ [www.oxforddictionaries.com](http://www.oxforddictionaries.com).
- 1.3 The raising of complaints and the provision of feedback provides the College with an opportunity to improve its services. The College monitors complaints and the outcomes in order to improve the quality of our provision. This policy advises customers of the College's commitment to ensuring that any issues or problems are resolved quickly and as close to the source as possible, to the satisfaction of all concerned.

## 2.0 Scope

- 2.1 For the purposes of this policy, a customer may be a student, external customer, member of the public or third-party stakeholder.
- 2.2 The College will comply with the Standards for Complaint Handling in the Public Service agreed by the Permanent Secretaries Group, ensuring that:
  - There are clear lines of accountability for the handling and consideration of complaints within the College
  - Complainants have open and easy access to the College’s complaints policy and information required to enable them to complain about any aspect of service
  - Complaints are dealt with through an efficient and effective process
  - All investigations are conducted promptly, thoroughly, openly, honestly and objectively
  - Complaints are responded to as promptly as possible and all issues raised are addressed
  - The College promotes a culture of learning from complaints so that, where necessary, service, processes and practices can be improved
  - The organisation monitors the effectiveness of its complaint handling and responsiveness
- 2.3 In addition, the College will:
  - Ensure that all compliments are passed on to the relevant staff members
  - Process all complaints in a fair, consistent and unbiased manner
  - Endeavour to communicate with the customer within agreed timeframes throughout the process
  - Ensure no customer is disadvantaged as a result of making a complaint
  - Promote equality of opportunity and good relations in line with Section 75 of the Northern Ireland Act (1998)
  - Respect confidentiality and protect customers’ data in line with legislation
  - Monitor and review complaints and compliments for quality assurance and equality monitoring purposes

## 2.4 Exemptions to this policy include:

- Anonymous complaints, will not usually be investigated, but will be recorded
- Matters where another policy or procedure applies; for example, academic appeals<sup>1</sup>
- The right of the College not to investigate unreasonable or vexatious complaints
- Staff complaints which fall under separate employment policies and procedures

## 3.0 Procedure

### 3.1 Compliments

If a customer feels that the College has exceeded the expected standard of service and wishes to leave a compliment or positive comment, they can either:

- Complete an online compliments form here - [Compliment - SERC](#)
- Complete a hard copy compliments form (Appendix 2). Forms are downloadable from the College website or are available at reception.
- Email the compliment to [compliments@serc.ac.uk](mailto:compliments@serc.ac.uk)
- Advise a member of staff in person of the positive experience

### 3.2 Informal Complaint

If there is an occasion where a customer is not satisfied with the service we provide; they have a right to complain.

We would encourage customers to seek to resolve any issues informally with the relevant member of staff in the first instance e.g. face-to-face discussion.

Where a resolution cannot be found or it is not appropriate to raise the issue/s informally, the customer may submit a formal complaint in writing.

### 3.3 Formal Complaint

There are various ways a customer can make a formal complaint:

- Complete an online complaints form here: [Complaint - SERC](#)
- Complete a hard copy complaints form (Appendix 1). Forms are downloadable from the College website or available at reception.
- Email the complaint to [complaints@serc.ac.uk](mailto:complaints@serc.ac.uk)
- If the complaint relates to an academic matter, students have the right to contact and engage with the relevant Awarding Organisation directly, however Awarding Organisations will normally only consider a complaint after it has been managed in accordance with the College's Complaints Policy.

If a customer indicates orally that they would like to make a formal complaint, they will be asked to confirm details of their complaint in writing.

If assistance is required with the submission of a formal complaint, customers can contact the Senior Customer Services Officer for support.

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<sup>1</sup> Please refer to [HE student handbook](#) for information on academic appeals

Complaints should be submitted to the College no later than three months from the date of the issue arising. In exceptional circumstances, the College may exercise discretion with this timescale.

Complaints may be submitted on behalf of someone else, for example a vulnerable adult. If you are making a complaint on behalf of someone over the age of 13 consent from the individual or proof of power of authority may be required.

All formal complaints will be forwarded to the relevant Responsible Owner<sup>2</sup> for an open and objective investigation. Upon completion of the investigation, a written response will be issued to the complainant. For the purposes of this Policy, the Responsible Owner is the individual appointed to investigate the complaint.

The College will endeavour to adhere to the timeframes detailed below (Table 1).

### **Complaint Timeframes**

**Table 1**

<b>Communication</b>	<b>Response Time</b>
Complaint acknowledgement letter/email to customer	Within 5 working days* from receipt of complaint
Letter/email to customer if clarification/further information is required to progress the complaint	Within 10 working days of receipt of complaint
Complaint response letter/email to customer	Within 20 working days** from date acknowledgement letter/email is issued, or from date clarification information is received from customer (if applicable)

\*Working days are those days on which the College is open. Weekends, statutory days, Bank Holidays and other College closures are classed as 'non-working' days. Complaints specific to course admissions will be acknowledged within 2 working days from receipt of complaint.

\*\*Complaints specific to course admissions will be responded to within 5 working days from date acknowledgement letter/email is issued.

If, for reasons beyond the College's control, the investigation and outcome exceeds, or is likely to exceed, the timeframes set out in Table 1, the customer will be notified in writing as soon as practicably possible.

## **4.0 Appeals**

- 4.1 If a customer is dissatisfied with the College response to their complaint, they have the right to appeal. Appeals should be submitted in writing, with full details of the grounds for appeal, to the Principal and Chief Executive<sup>3</sup>.
- 4.2 Following receipt of an appeal the College will endeavour to adhere to the timeframes detailed below (Table 2).

<sup>2</sup> Responsible owners are defined in the separate Standard Operating Procedure

<sup>3</sup> In the event a complaint made is about the Principal and Chief Executive, the Chair of the Audit Committee will appoint a suitable person to investigate and report. Any subsequent appeal will be addressed by the Governing Body.

## **Appeal Timeframes**

**Table 2**

<b>Communication</b>	<b>Response Time</b>
Customer submits letter/email of appeal to the College	Within 10 working days from date customer receives complaint response
Appeal acknowledgement letter/email to customer	Within 5 working days from receipt of appeal from customer
Appeal response letter/email to customer	Within 20 working days from date acknowledgement letter/email issued

- 4.3 Appeals will be considered by an individual(s) with no previous connection to the original complaint. The individual(s) appointed to consider the appeal request will depend on the nature of the complaint and appeal lodged.
- 4.4 If, for reasons beyond the Colleges control the investigation and outcome exceeds the timeframe or is likely to exceed the timeframe, the customer will be notified in writing as soon as practicably possible.

## **5.0 Record of Communications**

- 5.1 Complaint meetings and phone calls are confidential. If a meeting is required to resolve the issue, minutes will be taken and made available upon request to those in attendance. If the complainant identifies any inaccuracies the minute will be reviewed, and where an amendment is agreed a revised minute will be issued.
- 5.2 College employees have a reasonable expectation of privacy in the workplace and to protect their privacy the College does not consent to conversations being recorded unless express consent has been obtained in advance.

## **6.0 If a Customer Remains Dissatisfied**

- 6.1 It is hoped that the College will be able to resolve any complaint through the complaints procedure. If a customer remains dissatisfied with the outcome, they have the right to raise the matter with the Northern Ireland Public Services Ombudsman (NIPSO), in their role as Commissioner for Complaints.
- 6.2 The customer can complain to NIPSO however NIPSO will normally only consider a complaint after it has been managed in accordance with the College's Complaints Policy, and where it is received within six months of completing the College's complaints process. Contact details for NIPSO are:

### **Northern Ireland Public Services Ombudsman**

Progressive House  
33 Wellington Place  
Belfast  
BT1 6HN  
[www.nipso.org.uk](http://www.nipso.org.uk)

## **7.0 Monitoring Complaints and Compliments**

- 7.1 The College welcomes and values all feedback from customers. The College analyses feedback and areas of complaint for the purpose of improving services. All complaints will be dealt with sensitively, and in all cases the documentary evidence gathered and stored remains confidential to those involved. Statistical information will be made available for Quality and Equality monitoring purposes.

## **8.0 Communication**

- 8.1 This Policy is available at [www.serc.ac.uk](http://www.serc.ac.uk) under 'public information' and is accessible in house via the staff Learning Engine. It can also be made available, upon request, in alternative formats including large print, braille, audio, and in other languages.

## **9.0 Review**

- 9.1 This Policy will be reviewed and amended annually if necessary; or sooner if required to reflect changes in legislation or circumstances.

# COMPLAINTS FORM

If you require assistance to make a complaint, please email [complaints@serc.ac.uk](mailto:complaints@serc.ac.uk) or speak to staff at reception.

Please provide details in Section 1A of the contact method you would prefer to be contacted on in respect of your complaint. If you provide both an email address and postal address, we may contact you via either method.

If you are submitting a complaint on behalf of someone else, please provide their details in Section 1B. We may need to contact the individual for permission to discuss the issue with you.

This form should be returned to: Senior Customer Services Officer, SERC, 25 Castle Street, Lisburn, BT27 4SU or emailed to [complaints@serc.ac.uk](mailto:complaints@serc.ac.uk)

## SECTION 1A – Complainant Details

<b>Title:</b>	Miss / Mr / Mrs / Ms	Other:			
<b>Name:</b>					
<b>Contact Address:</b>					
<b>Email:</b>					
<b>Course (if applicable)</b>					
<b>Student ID (if applicable)</b>					
<b>Status (please tick relevant box)</b>					
<b>Student (Up to and including Level 3)</b>	<b>Student (Level 4 and above)</b>	<b>Parent or Guardian</b>	<b>Member of the Public</b>	<b>Employer</b>	<b>Organisation</b>

## SECTION 1B – Details of person on whose behalf you are submitting complaint, if different to above

<b>Title:</b>	Miss / Mr / Mrs / Ms	Other:			
<b>Name:</b>					
<b>Contact Address:</b>					
<b>Email:</b>					
<b>Course (if applicable)</b>					
<b>Student ID (if applicable)</b>					
<b>Status (please tick relevant box)</b>					
<b>Student (Up to and including Level 3)</b>	<b>Student (Level 4 and above)</b>	<b>Parent or Guardian</b>	<b>Member of the Public</b>	<b>Employer</b>	<b>Organisation</b>



**SECTION 2**

**Details of Complaint:** Please ensure that all details are provided, including (if relevant) date, time and place of the event; and names of those involved. You may attach additional sheets if necessary.

**Have you attempted to resolve this issue informally?** Yes / No  
If Yes, please summarise any action taken to resolve your issue/s to date.

**SECTION 3**

**What do you see as a suitable remedy to address the issue or matter raised?**

**PRIVACY NOTICE:** Information gathered on this form will be processed within the provisions of the General Data Protection Regulations (GDPR) and used for the purpose of investigating your complaint. The College is permitted to process personal data where there is a 'lawful basis' to do so. This processing is necessary for the performance of a **public task** or in the exercise of official authority vested in the College as a Data Controller e.g. Public Authorities are subject to the Northern Ireland Public Services Ombudsman (NIPSO). Your information may be shared with relevant College staff for the purpose of investigating your complaint. It may also be shared with authorised third parties such as NIPSO, legal professionals where there is a lawful basis to do so. Further information on data protection and your rights are available on our website <https://www.serc.ac.uk/customer-privacy>

I agree to be contacted by any contact method provided on this form, in respect of my complaint.  
I realise that if I choose not to agree to these terms, the College will be unable to investigate my complaint.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

***Office Use Only***

Date Received:  
Received By:

Date Acknowledged:  
Responsible Owner:

# COMPLIMENTS FORM

If you require assistance with this form, please contact [compliments@serc.ac.uk](mailto:compliments@serc.ac.uk) or speak to staff at reception.

If we have done something well, we value and appreciate your positive feedback. If you would like us to acknowledge your compliment, please provide either an email or postal address. If you provide both an email and postal address, we may contact you via either method.

This form should be returned to: Senior Customer Services Officer, SERC, 25 Castle Street, Lisburn, BT27 4SU or emailed to [compliments@serc.ac.uk](mailto:compliments@serc.ac.uk)

<b>Title:</b>	Miss / Mr / Mrs / Ms		Other:		
<b>Name:</b>					
<b>Contact Address:</b>					
<b>Email:</b>					
<b>Course (if applicable)</b>					
<b>Student ID (if applicable)</b>					
<b>Status (please tick relevant box)</b>					
<b>Student (Up to and including Level 3)</b>	<b>Student (Level 4 and above)</b>	<b>Parent or Guardian</b>	<b>Member of the Public</b>	<b>Employer</b>	<b>Organisation</b>
<p><b>Details of Compliment:</b> Please ensure that all details are provided, including (if relevant) date, time and place of the event; and names of those involved if known. You may attach additional sheets if necessary.</p>					

**PRIVACY NOTICE:** Information gathered on this form will be processed within the provisions of the General Data Protection Regulations (GDPR) and used for the purpose of recording your compliment. The College is permitted to process personal data where there is a 'lawful basis' to do so. This processing is necessary for the performance of a **public task** or in the exercise of official authority vested in the College as a Data Controller e.g. Public Authorities are subject to the Northern Ireland Public Services Ombudsman (NIPSO). Your information may be shared with relevant College staff for the purpose of recording your compliment. It may also be shared with authorised third parties such as NIPSO, legal professionals where there is a lawful basis to do so. Further information on data protection and your rights are available on our website <https://www.serc.ac.uk/customer-privacy>

I agree to be contacted by any contact method provided on this form, in respect of my compliment.  
I realise that if I choose not to agree to these terms, the College will be unable to record my compliment.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

<b>Office Use Only</b>	
Date Received: Received By:	Date Acknowledged: Responsible Owner:



# Complaints Process

