



TITLE		REF	VERSION
Customer Compliments, Comments and Complaints Policy		CP001	11
APPROVAL BODY: [as per policy register]		DATE	REVIEW DATE
Corporation		29 th April 2025	29 th April 2027
LEAD PERSON	Group Head of Administration and Compliance		
EQIA DATE	13 th November 2024	DPIA DATE	13 th November 2024

CUSTOMER COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY

1. Policy Statement

Activate Learning is committed to excellence in all areas of our work, striving for complete customer satisfaction. We encourage open, direct feedback which is integral to our Learning Philosophy, and we value all compliments, comments, and complaints.

Feedback helps us to recognise areas of success and address those that do not meet customer expectations. If a customer is dissatisfied, we offer a fair and user-friendly process for resolving complaints promptly.

This policy outlines how we manage and respond to feedback and should be read alongside the Compliments, Comments, and Complaints Procedure.

2. Purpose

To provide a clear and consistent framework for dealing with compliments, comments and complaints, so that:

- Good practice can be celebrated
- Poor customer experiences are rectified
- Feedback is monitored, shared, and used to drive actions for continuous improvement.

3. Scope

This policy and its associated procedure apply to all stakeholders, including learners, parents/guardians, employer partners and clients of Activate Learning's services. It excludes complaints from staff, which are handled through our internal HR procedures.

4. Responsibilities

Role	Responsibility
Directors and Group Heads of department	<ul style="list-style-type: none"> • Provide oversight of all compliments, comments, and complaints within their area, ensuring themes are identified and appropriately addressed. • Ensure positive feedback is shared and celebrated to reinforce good practices and morale. • Investigate and resolve complaints within the timescales set out in the complaint's procedure, ensuring issues are addressed satisfactorily and improvement opportunities are acted upon. • Ensure all staff involved in handling complaints are fully aware of their individual roles and responsibilities in following the policy and related procedures.
Group Service Managers, Curriculum Managers and Curriculum Leads	<ul style="list-style-type: none"> • Investigating and resolving complaints according to the timescales set out the complaint's procedure • Ensuring that improvement points are addressed in quality improvement measures, identifying actions to provide sustainable positive change.
Regional Heads of Student Experience	<ul style="list-style-type: none"> • Oversight of the independent verification of complaint outcomes.

The Compliance Team	<ul style="list-style-type: none"> • Logging compliments, comments and complaints centrally. • Administration of the Compliments, Comments and Complaint's procedure • Monitoring compliance with the procedures. • Producing reports on themes and trends, as appropriate.
All staff	<ul style="list-style-type: none"> • Forwarding any Compliment, Comment or Complaint to the Compliance Team for logging • Participating in any investigation relating to a complaint • Taking actions for improvement as agreed

5. Policy Commitments

- 5.1 We commit to ensuring this policy and its associated procedures are accessible on the Activate Learning website, empowering customers to provide feedback easily through digital, in-person, and written means.
- 5.2 We will use feedback constructively to improve our services, processes, and practices, demonstrating a commitment to continuous improvement.
- 5.3 Customer confidentiality will be maintained, and data will be protected in line with relevant legislation, including GDPR.
- 5.4 **Compliments**
Positive feedback will be shared with the relevant teams or departments to recognise and share good practice.
- 5.5 **Comments**
Suggestions for improvement will be shared with the appropriate teams or departments for evaluation and action where applicable.
- 5.6 **Complaints**
Expressions of dissatisfaction regarding actions taken (or not taken) or the quality of services provided by us or on our behalf will be addressed in accordance with the Compliments, Comments, and Complaints Procedure.
- We will ensure clear accountability and transparency in handling and resolving complaints.
 - Complaints will be investigated impartially, with a commitment to achieving fair, and consistent outcomes. All complaints will be addressed promptly and thoroughly, with every concern raised given due consideration.
- 5.7 We will maintain a central log to track and review feedback, identifying patterns to continuously improve our services

6. Policy Exemptions

- 6.1 **Vexatious complaints:** Complaints without merit, made to cause inconvenience, harassment, or expense.
- 6.2 **Frivolous complaints:** Complaints with no serious purpose or value.
- 6.3 **Anonymous complaints:** May be forwarded to the relevant department for reference but cannot be formally resolved.
- 6.4 **Matters covered by other policies:** Complaints that fall under different policies, such as academic appeals.
- 6.5 **Employee complaints:** Complaints by Activate Learning employees are handled under separate employment policies.
- 6.6 **Complaints against employees:** Forwarded to Human Resources for review; complainant will not receive an outcome but may be contacted for further details.
- 6.7 **Repeated complaints:** If a complaint is received within 90 days of the outcome of the previous complaint and no new information or merit is provided, Activate Learning may choose not to reconsider the complaint and will refer the complainant to the original outcome.

7. Associated Documents

- Compliment, Comments and Complaints Procedure
- Activate Learning Student Positive Behaviour Management Policy
- Admissions Policy
- Fees Policy
- Office of the Independent Adjudicator (OIA) good practice framework for higher education