



**Wirral Met College**

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# Employer Comments, Compliments and Complaints Procedure

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## Employer comments, compliments and complaints procedure

This procedure tells you:

- how to provide constructive feedback, to help us improve our services
- how to tell us if you think we are doing well
- how to complain if things go wrong

At Wirral Met College we are committed to providing a high standard of service. You have an important part to play by telling us when we do things well and when we don't do things as well as you would like. By letting us know, we can use your experience to improve our service. We want to learn from your experiences and if you compliment us on doing something well, we can ensure that good practice is shared. If you are not happy about our service, or have suggestions on ways we could improve things, we also welcome your feedback.

### What if I/we have an idea about how we can improve our service?

Please contact our Business Development Team summarising your proposal using any of the methods below.

By Post: Wirral Metropolitan College  
Employer Services Business Development Team

Wirral Waters Campus  
Tower Road  
Birkenhead  
CH41 1AA

By Email: [employer.services@wmc.ac.uk](mailto:employer.services@wmc.ac.uk)

By Phone: 0151 551 7610

### What if I/we want to compliment your service?

You can write to the Quality department by post or email (details below). The Quality department will ensure that the staff and teams involved are informed and we will use your feedback and positive views to share good practice.

## **What should I/we do if I/we are not happy about the service I/we have received?**

Our Quality department can assist you with any aspect of your complaint. You can contact our quality team using any of the methods below:

By Post: Wirral Metropolitan College  
Quality Unit  
Twelve Quays Campus  
Shore Road  
Birkenhead  
CH41 1AG

By Email: [quality@wmc.ac.uk](mailto:quality@wmc.ac.uk)  
By Phone: 0151 551 7777

## **How can I/we try to resolve a complaint quickly?**

### **Stage 1 - Informal process**

If you are unhappy about any aspect of our service, we will try to resolve your dissatisfaction quickly and informally. In the first instance, please raise your issue with the most appropriate member of staff. This is likely to be your Trainer/Assessor or Business Development Officer within the Employer Services/Business Development team. If you need help understanding who best to speak to, please contact our Quality Team.

We hope that this will enable your issue to be resolved. However, if your issue is not resolved informally, this procedure will help you to raise a formal complaint.

## **How do I/we make a formal complaint?**

### **Stage 2 - Formal process**

If you have been unable to resolve your issue at stage 1, please contact the Quality department who will explain how you can progress your complaint to the formal, stage 2 process. All complaints will be treated in strict confidence. However, you should be aware that it will be necessary to investigate your complaint fully and this may involve speaking to any people involved. We may need to contact you by phone or meet in person. The Quality department will nominate a manager to investigate your complaint, this would usually be the manager of the area.

Your complaint will be acknowledged within 3 working days by our Quality department and normally, we would expect to investigate it and provide you with a written response, within 20 working days. If the circumstances require a longer period to properly investigate your complaint, we will write and inform you.

## **What if I/we am not happy with the outcome of the formal complaint?**

### **Stage 3 - Appeal process**

If you are dissatisfied with the outcome of our investigation, you have 5 working days to submit an appeal. In these circumstances you must formally confirm, in writing, to the Quality department, what specific aspects of the stage 2 outcome you wish to appeal. You should identify and provide information that supports your view as to why you feel the outcome is inappropriate. The grounds of your appeal will then be considered by a member of the Senior Leadership Team who has not been involved in stage 2 of the process. They will review the findings of stage 2 and consider the specific issues that you are appealing against.

Their decision is the final stage of the process and you will be informed of the outcome, in writing, within 15 working days, in normal circumstances. If the circumstances require a longer period to properly consider your appeal, we will write and inform you.

If following Stage 3 – Appeal Process you remain unsatisfied with the outcome, you may want to pursue the matter externally by contacting one of the following organisations:

Education Skills Funding Agency  
Ofsted