

Aims and Objectives

The aim of this procedure is to ensure that any complaint ,compliment, suggestions or examples of good practice are recorded in such a way that they enable Medway Adult Education (MAE) to consider them with a view to improving the service offered.

If you wish to make a complaint about Medway Adult Education

To make a complaint please visit Medway Councils complaints process and complete the online form here:

[Make a complaint about a Medway Council service](#)

You can also raise your complaint

By Phone: 01634 338400

By Email: adulteducation@medway.gov.uk

Responsibilities

The Service Manager of MAE is responsible for all processes within the service.

All staff are responsible for recording any complaint, compliment, suggestions or examples of good practice whether it is supplied by direct contact, telephone, e-mail etc.

Records

Complaints Form

Feedback Form – containing Compliments/Suggestions/ Examples of good practice

1.0 Procedure;

1.01 It is important before considering how to deal with each type to provide the following definitions;

A complaint will be taken as any expression of disagreement in the way any aspect of training or service is provided either verbally or, preferably, in writing. Such complaints may come from an individual learner, from the employer of a learner, or from the person or organisation contracting to pay for the training.

A suggestion is a proposal for improving the service we provide.

A compliment will be taken as any significant expression that training or service has been provided better than expected or better than a competitor either verbally or, preferably, in writing. A compliment may come from an individual learner, from an employer or from a contractor.

An example of good practice is anything provided which may be considered to be an example of improvement on the current method or any new proposals.

- 1.02** Complaints, suggestions, compliments and or examples of good practice will be dealt with as soon as they are received.

They must be recorded by the person on the appropriate form (Complaint or Feedback) on the dedicated file on the computer noting – name, address and telephone number of person or company making the complaint or providing information together with full details of complaint, suggestion, compliment or examples of good practice.

- 1.03** When a complaint is received, the Senior Manager receiving it is responsible for entering clear details on the complaint log. The completed document is held in a dedicated file where they can be viewed by the Service Manager of MAE.

- 1.04** Immediately upon receipt of a complaint, if it relates to a member of staff, the relevant senior manager must report to the appropriate Manager.

All complaints must be investigated by the Senior Manager. Any feedback which requires investigation must be copied to the senior manager responsible for the specific occupational area. Proposal must be made to deal with any immediate issue and notified to the Service Manager.

- 1.05** When the investigation is completed the Senior Manager will advise the customer of the outcome and this will be recorded on the form. If written confirmation is requested then copy of the information should be added to the relevant document. Any other documents, relevant to the complaint will also be stored in the same location. If a Senior Manager is unsure of any legalities concerning the complaint, advice must be sought from Service Manager.

- 1.06** The objective with a complaint is to resolve the individual complaint quickly and completely without lasting damage if at all possible. Ideally a complaint should be resolved the same day but in any event within 10 working days. It is to also identify whether any longer term change in procedures or actions should be made to avoid future complaints of similar nature.

- 1.07** When information is received about compliments, suggestions or examples of good practice, the person receiving it is responsible for entering clear details on feedback log. The document is held in a dedicated file.

- 1.08** Where a suggestion/example of good practice is received, the Senior Manager team will be notified. After discussing the suggestion/example with the Senior Managers the suggestion/example will be either accepted or rejected. Senior Managers will advise the person making the suggestion or offering the example of the outcome and the reasons for either accepting or rejecting it. The Senior Manager will record all information on the

compliment form. If the compliment/example of good practice is relevant to a particular member of staff, that staff will be contacted by email by the Senior manager and praised for the good work.

- 1.09** The objective with a compliment is to spread the word within MAE and to determine whether it can be used or attributed to boost MAE or if it can be used to improve the service.
- 1.10** The main aim with either complaints/compliments/suggestions and examples are to work to eliminate complaints and maximise compliments and carefully examine all suggestions and examples as part of continuous improvement process.
A complaint may require an initial corrective action in order to ensure immediate protection of service quality and a subsequent corrective action to the quality system for long term improvement in service quality.

Any proposals made to deal with any longer term issue should aim at avoiding future complaints whilst encouraging future compliments.

- 1.11** Where a complaint, suggestion, compliment or example of good practice identifies an improvement that can be made to the quality system the details are passed to Programme Managers for inclusion in quality review meetings.