



Talkback Procedure

Reviewed: Jan 2021	Next review due: Jan 2022
Approving Body: SLT	SLT contact: Principal
Policy approved by SLT: Jan 2021	



Procedure Title: Talkback

Compliments, Comments, Concerns and Complaints

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1. Scope

1.1 The Talkback Procedure is open to all stakeholders of City College Plymouth. This includes all students studying either an FE or HE course (through City College Plymouth directly or in partnership with Plymouth University), full or part time, and all collaborative partners (students/ parents / carers / employers / visitors).

1.2 The College aims to make this a straightforward process. Talkback submissions should be made as soon as possible after the event, action or issue that prompted feedback.

1.3 Please note: Separate procedures may apply in some instances – see Annex A.

2. Statement

The College is committed to providing a high quality service and achieving the highest standard of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of all people served by the College.

The aim of the Talkback Procedure is to ensure a speedy resolution to the issues raised and, where necessary, make service improvements which will benefit all of our customers.

3. Process- Concerns and Complaints

3.1 Stage One – Informal Resolution

3.1.1 Any person with a Talkback concern or complaint is invited to discuss the matter with an appropriate member of staff in the first instance. For students, this will be their Personal Tutor, Lecturer or Student Journey Team, and for all HE students, the HE Office (K106) At this point advice and guidance will be given on how to proceed towards a resolution.

3.1.2 The College encourages stakeholders to try to resolve any dissatisfaction through open and informal procedures in the first instance.

3.2 Stage Two – Formal written complaint

3.2.1 If the person is not satisfied with the outcome 'of the informal resolution' or does not wish to discuss the matter first with an appropriate member of staff, they should contact the Talkback Team via one of the methods outlined below:

- Email talkback@cityplym.ac.uk
- Telephone 01752 305830
- Letter addressed to the Talkback Team at the College's address
- Talkback Form which can be found at various points throughout the College (Reception / Student Journey) and the College website www.cityplym.ac.uk

3.2.2 Acknowledgement of the receipt of a concern or complaint will normally be sent within five working days*.

3.2.3 The Talkback correspondence will be copied to the relevant manager responsible for the area from which the feedback has arisen; a full investigation will be carried out.

3.2.4 If the complainant is a Plymouth University (PU) HE student the complaint will also be copied to the PU Complaint's Office (complaints@plymouth.ac.uk) for information.

3.2.5 If the complainant is in receipt of 'Learning Support', the Learning Support Manager will be informed of the complaint. This will allow additional support to be put in place to help the complainant through the Talkback process.

3.2.6 The Talkback team will normally reply to the complainant within 20 working days* from the acknowledgement of their feedback. This response will outline the outcomes of the investigation. Complainants should be aware that the College might not be able to provide full details of the investigation or outcomes because of either the Data Protection Act 2018 / General Data Protection Regulation 2018 if the complaint relates to a third party. If that is the case, a limited response will be provided. If it is not possible to give a full or limited reply within this time – for instance, because a detailed enquiry is still taking place – Talkback will issue an interim response, explaining what is being done to deal with the issue, when a full or limited reply can be expected and from whom. Where a concern or complaint is not upheld, reasons will be given as to why this is so.

3.2.7 Some complaints may benefit from a case conference to try to manage and resolve issues more promptly. (A case conference is a meeting involving all parties to discuss the issues involved). This is particularly beneficial if the complaint / concern covers multiple issues, or the facts around the feedback are complex and need clarification. In addition, the following circumstances may apply:

- If the issue is about a member of staff and has the potential to lead to Staff Disciplinary or Capability Procedures, then the Talkback Team will discuss the issues with the Human Resources team, who may then carry out the investigation

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under their provisions.

- If the issue is regarding Equality and Diversity then the matter may be referred to the College's Equality and Diversity Committee.
- If the issue is regarding a Safeguarding issue then the matter may be referred to the Safeguarding Coordinator. This includes any issue related to the Prevent Duty.
- If the feedback is related to any legal issues then the Director of Governance, will be informed.
- If the issue is related to assessment processes or outcomes then the matter may be referred to the Appeals Procedure. This can be found in the Internal Quality Assurance of Assessment Centre Handbook.

In exceptional circumstances, when a case conference is deemed essential, it may not be possible to arrange a suitable meeting time for the complainant to attend, or additional information may be required from the complainant. In this instance, the Talkback process will be placed on hold pending further contact from the complainant. Complaints will be placed on hold for a maximum of 20 working days*, giving time to arrange a convenient date and time, after which time the complaint will be closed and the assumption will be made that the complainant does not wish to pursue the matter further.

3.2.8 Usually the subject of a complaint has the right to know what is being claimed and who is making the complaint. There are on occasions exceptions to this rule (e.g., where there are valid concerns about personal safety).

3.2.9 Where feedback is put in writing a copy will be supplied to the person who is the subject of the concern.

3.2.10 All staff are under an obligation not to allow feedback by a 'complainant' to have any impact on the way that a student or member of staff is treated, marked or assessed.

3.3 Bribery and Anti-corruption

3.3.1 The College recognises the importance of maintaining its reputation and the confidence in the people served by the College and is committed to the prevention of bribery and all forms of corruption. The College operates a zero tolerance approach to Bribery and any allegations of bribery or other forms of corruption by a member of staff will be taken seriously. Such complaints will be dealt with in accordance with the College's Anti- Fraud Policy, which may result in the College's Staff Disciplinary Procedures being invoked and the matter reported to the relevant authorities as appropriate.

3.4 Complaints about the Principal or the Governors

3.4.1 Where a complaint regards the Principal, the complainant should first directly approach the Principal in an attempt to resolve the issue informally. If the complainant is not satisfied with this outcome, they should notify the Clerk to Governors (info@cityplym.ac.uk). The Stage Two process will then commence, but with the Chair

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of Governors as the individual responsible for the investigation.

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3.4.2 Where a complaint is about a Governor, the same process applies as for the Principal. Where a complaint concerns the Chair of Governors, the individual should contact the Director of Governance . Informal resolution will be sought, but where this fails, the Vice Chair of Governors will mediate any proceedings.

4. Stage Three – Referral for Formal Review

4.1 If the complainant is not satisfied with the outcome noted in the response letter they should write to the Director of Quality Improvement, within 10 working days* from the date of the letter received indicating why they are dissatisfied with the response. Closure will not be reversed if we do not receive a response after this time.

4.2 Referrals can be made in writing via:

- Email: Talkback@cityplym.ac.uk
- Post: FAO Director of Quality Improvement, City College Plymouth, Kings Road, Devonport, Plymouth, PL1 5QG
- Talkback Form

4.3 Receipt of a referral will be sent by the Talkback Team within five working days*. The Director of Quality Improvement will carry out their own investigation and will respond within 10 working days* from acknowledgement.

If the complainant is a Plymouth University HE student they should refer directly to the PU Complaint's Office (complaints@plymouth.ac.uk) who will set up a Complaint Review Panel.

4.4 If the complainant is not satisfied with the outcome noted in the response letter from the Director of Quality Improvement; they should appeal the decision in writing to the Principal, within 10 working days*, from the date of receipt of the letter. Closure will not be reversed if the College does not receive a response after this time.

4.5 NB. If the issue relates to one of the people outlined in this process it will be dealt with by another person of equal or greater status assigned by their direct Line Manager.

5. Stage 4 – Referral to External Organisations

5.1 If the complainant would like independent information, advice or support from a member of the Student Union at any time during the Talkback process, they are able to contact a representative on 01752 305848 or studentliaison@cityplym.ac.uk. HE students studying in partnership with the University of Plymouth can contact the University of Plymouth Students Union (UPSU) on 01752 588388 or info@upsu.com

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5.2 Where a complaint has not been resolved to the satisfaction of the complainant after all internal College stages have been followed they should contact the Education and Skills Funding Agency. Higher Education students should contact the Office of the Independent Adjudicator for Higher Education. Students also have the right to take their complaint to the relevant awarding organisation within 20 days. The Talkback Team can support this or the complainant may contact the awarding organisation direct.

Referral for FE / other students (not HE)	Referral for HE students
Education and Skills Funding Agency Cheylesmore House Quinton Road Coventry CV1 2WT Email: complaints.esfa@education.gov.uk	Office of the Independent Adjudicator 3 rd Floor, Kings Reach 38-50 Kings Road Reading, RG1 3AA Tel 01189 599813 Email: enquiries@oiahe.org.uk

6. Information Sharing and Reporting

6.1 Anonymised summary information and data about complaints is monitored by the Senior Leadership Team and the Corporation.

All Equality and Diversity data collected from complainants is optional. This is used for College monitoring purposes only, to ensure that the College is upholding its commitment to:

‘...create an environment where people treat each other with mutual respect regardless of age, disability, colour, ethnic origin, family responsibility, gender, gender identity, marital status, pregnancy and maternity, nationality, race, caste, religion and philosophical beliefs, sexual orientation, and socio-economic background.’

7. Process- Compliments and Comments

7.1 The College would also like to hear about things that are going well and suggestions on how things could be improved. Please let us know your thoughts by:

- Email talkback@cityplym.ac.uk
- Telephone 01752 305830

7.2 An acknowledgement of the receipt of your feedback will be sent within five working days*, and the compliment / comment will be passed on to the relevant people

****Working Days refers to usual college working days Monday – Friday, excluding Public Holidays, College Closure days and Study Review Weeks***

GUIDANCE

Title: Talkback Procedure

Context

This Procedure supports the standards and practices identified in the College Vision, Mission, and Values Statement, College Charter and Strategic Plan. It identifies the College's commitment to fulfilling the requirements of the Learning and Skills Act and takes particular account of relevant legislation and Government ministries.

Common Inspection Framework reference:

The Effectiveness of Leadership and Management

In making a judgement about the effectiveness of Leadership and Management, Ofsted inspectors will consider "the rigour of self-assessment, including through the use of the views of learners, employers and other stakeholders, its accuracy and how well it secures sustained improvement across the provider's work, including in any subcontracted provision".

(page 61 of 'Further Education and Skills Inspection Handbook March 2020)

Supplementary Documentation

Internal:

- College Charter
- Student Guide
- Quality Improvement Strategy and Operational Manual
- Talkback Form
- Student Disciplinary Procedure
- Internal Quality Assurance Appeals Procedure
- Guidance on the Quality Improvement Team Moodle site - Talkback
- College website

External:

- 'How to deal with complaints' - Service First, Cabinet Office
- Further Education and Skills Inspection Handbook July 2016, Ofsted

Implementation

The Director of Quality Improvement is responsible for the implementation and operation of this policy

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The processes involved will include:

- Changes in procedure communicated to staff via the Staff Central and College Management Team
- Procedures plus information and guidance for staff placed on the intranet
- Staff development activities including staff induction to raise awareness
- Support and monitoring activities to facilitate implementation
- Review meetings at all levels will include implementation of procedures
- Reports to the Senior Leadership Team
- All College staff have a responsibility for receiving complaints, treating them seriously, and dealing with them promptly and courteously in accordance with the complaints procedure.
- Members of the College Management Team, Directors of Faculty, Heads of Service Area, and Deputy Principal / Vice Principals have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.
- The College Principal is responsible for resolving complaints, which have reached the final appeals stage and may nominate a Deputy Principal / Vice Principal who has not been previously involved to investigate.
- If at any point an employee of City College Plymouth fails to act on a complaint or provides false or misleading information in response to a complaint then this will be taken very seriously and the College staff disciplinary procedure will be followed.
- It is the role of the Corporation to support the provision of a high quality and effective learning experience for everyone who attends the College and this includes monitoring of policies/ procedures.

POLICY CONTROL

Policy Title:	Talkback Procedure
Author(s):	Talkback Team
Approving Body:	Senior Leadership Team
Monitoring Officer:	Senior Leadership Team
Review & Evaluation Body:	Senior Leadership Team

Targets for Continuous Quality Improvement:

- To respond to all complaints received within 20 working days*
- To resolve all complaints in a satisfactory manner for the complainant
- To implement improved services in order to reduce repeat complaints

Monitoring, Review and Evaluation:

This policy and the Compliments, Comments, Concerns and Complaints will be monitored and reviewed through:

- Reports to SMT *
- Complaints Service Standard monitoring / Self-Assessment process

* to include a breakdown of issues raised to evaluate and prevent future instances.

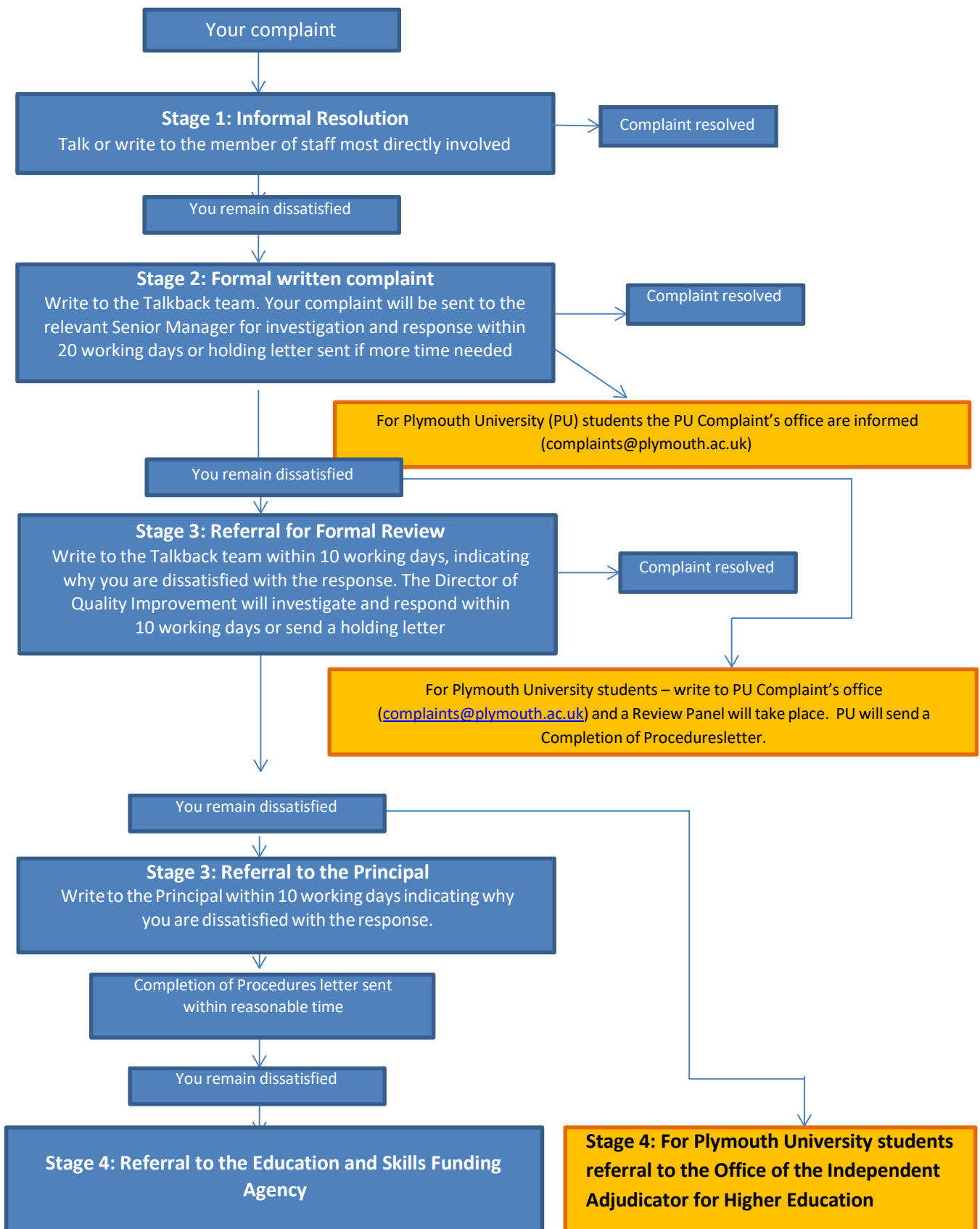
All records retained will comply with the Data Protection Act 1998 legislation and the College's Data Protection Policy / Procedure. Complaints records and supplementary investigative information will be kept safe from unauthorised access, accidental loss, or destruction as specified within the Data Protection Procedures. All documents will be kept for a period of one year from the date of the last action undertaken on the complaint.

Unauthorised disclosure will be considered as a disciplinary matter.

Dates of review :

Issue Date	November 2000
First Review	2002
Second Review	February 2006
Third Review	May 2008
Fourth Review	August 2010
Fifth Review	September 2011
Sixth Review	January 2012
Seventh Review	September 2012
Eighth Review	June 2013
Ninth Review	August 2014
Tenth Review	July 2015
Eleventh Review	July 2016
Twelfth Review	July 2017
Last Review Date	Jan 2021
Next Review Date	Jan 2022

The Talkback Process



Annex A

Separate Procedures apply for the following:

- Student Disciplinary Procedure - The Student Disciplinary Procedure is designed to provide clear guidelines for staff, students and employers when dealing with disciplinary matters.
- Harassment Policy - The College will not tolerate any form of harassment or bullying and is committed to ensuring that employees are able to work confidently and without fear of harassment, bullying or victimisation.
- Anti- Fraud Policy – The College will not accept any level of fraud and corruption; consequently any case will be thoroughly investigated and dealt with appropriately.
- Student Anti Bullying Policy and Procedure - Bullying is not acceptable within the College and this document sets out for students and staff the procedures to be followed should bullying occur.
- Whistleblowing Procedure - The College encourages members of staff to raise genuine concerns about malpractice at the earliest possible stage
- Staff Disciplinary Procedure - The purpose of the procedure is to help and encourage employees to achieve and monitor acceptable standards of conduct at work.
- Staff Code of Conduct - The purpose of the procedure is to help employees to understand the standards of conduct and behaviour expected of them, as well as assisting managers and supervisors to maintain proper standards of discipline at work and, where necessary, to employ the appropriate procedures.

All College Policies and Procedures are available on the intranet, and can be provided on request.

The College expects that individuals will not engage in frivolous or malicious complaints and this intent may prove grounds for disciplinary actions against the complainant.

An Equality Impact Assessment was carried out on this procedure by the Talkback Co-ordinator, Jan 2021 .

Note: The EIA has not been updated as no substantial revisions have been made to the Talkback Procedure – Jan 2021 .

Equality impact assessment record for Student Journey, Health and Safety, Estates panel

Name of strategy, policy, procedure, practice or provision	Talkback Procedure
Name of the person responsible for this assessment This should be the person able to make changes to the strategy, policy, procedure, practice or provision	Name: Bob Hunter
	Role: Director of student Journey
	Team: Student Journey
	Telephone: 5888
	E-mail: rhunter@cityplym.ac.uk
Is this a new or existing strategy, policy, procedure, practice or provision?	Existing procedure
Are there any related strategies, policies, procedures, practices or provision that need to be assessed alongside this screening? If so which ones?	Yes <ul style="list-style-type: none"> ● Safeguarding Children, Young People and Adults at Risk Policy ● Safeguarding Children, Young People and Adults at Risk Procedure to be assessed together
1. Briefly, what is the purpose of this strategy, policy, procedure, practice or provision?	
<p>The College is committed to providing a high quality service and achieving the highest standard of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of all people served by the College.</p> <p>The aim of the Talkback Procedure is to ensure a speedy resolution to the issues raised and, where necessary, make service improvements, which will benefit all of our customers.</p>	
2. Who will implement this item?	
All staff , management teams and Quality assurance.	
3. Who is likely to be affected by it?	
All stakeholders including students, parents, employers , external agencies, staff.	
4. Who has been consulted on this, how and when? (eg meetings, interviews, email, questionnaire or any other method)	

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Group	Method	Date
Students	Not Consulted at this stage	
Staff Forum	Discussion with Safeguarding Team	8/01/2021
Corporation	As per policy procedure	
Trade Union	Not consulted at this stage.	
SLT	As per policy procedure	
External stakeholders	Suzi Cumberland Chief Executive Officer Pregnancy Sickness Support Trevor Worth MBA TEP F.IPW– CEO Portcullis Legals Tricia Duff, Managing Director, Market2Media	8/2/2021

5. Please give a summary of the views of the groups consulted on the issues involved

Stakeholder feedback

Suzi Cumberland – CEO Pregnancy Sickness Support

“I have read all the document. It all makes complete sense - the process is clear, concise and easy to understand” (email 8/2/2021)

Trevor Worth MBA TEP F.IPW– CEO Portcullis Legals

From my perspective it is crystal clear what the next steps are after an unresolved position at Stage 1.

It appears a very well written document and provides a clear route of action

The only two things I spotted in 3.2 were the red highlighted comma in 3.2.7 on the fourth bullet point and a gap between W and here (Where) on 3.2.9. (Both corrected)

Tricia Duff, Managing Director, Market2Media

I have picked up a couple of points that might need some consideration –

3.2.1 If the person is not satisfied with the outcome **‘of the informal resolution’ - might be worth adding** or does not wish to discuss the matter first with an appropriate member of staff, they should contact the Talkback Team via one of the methods outlined below:

3.2.7 Some complaints may benefit from a **case conference** to try and manage and resolve issues more promptly. This is particularly beneficial if the complaint/concern covers multiple issues, or the facts around the feedback are complex and need clarification. In addition, the following circumstances may apply: **It might be an idea to explain what a ‘case conference’ is.**



3.2.10 All staff are under an obligation not to allow feedback by a **student** to have any impact on the way that a **student** is treated, marked or assessed. **Should this be ‘the complainant’ and cover all aspects whether staff or student?**

These are just my thoughts. Tricia (Have included in document)

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<p>6. What evidence have you used in assessing the impact of this item on disadvantaged groups? Consider internal and external data Where this is a review of an existing item, have there been any complaints concerning this item?</p>	
<p>Keeping Children Safe in Education 2020 Working Together to Safeguard Children 2018 Plymouth Safeguarding Children Partnership. Other FE providers.</p>	
<p>7. In what areas are there concerns that the item could have a different impact on different equality groups? Consider: • Who benefits? • Who doesn't benefit and why not? • Who should be expected to benefit and why don't they? If there is no impact identified put None</p>	
Equality Group	Impact
Age	Positive
Disability	Positive
Ethnicity	Positive
Gender	Positive
Religion/belief	Positive
Sexual orientation	Positive
Gender identity	Positive
Pregnancy and maternity	Positive
Marriage or civil partnership	Positive
<p>8. What changes/modifications will now be made to this item in the light of this impact assessment? If any negative impact is identified could it be minimised or removed? If there is no evidence that the item promotes equal opportunities or fosters good relations between equality groups could it be adapted or amended so that it does?</p>	
<p>Minor changes only.</p>	
<p>9. How will this item be monitored, evaluated and reviewed?</p>	
<p>Annual Review, monitoring of number of cases and outcomes.</p>	

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Subject to an annual review.	
Please complete the record form, sign it, and send it to your SMT lead to be countersigned.	
Signed: 	Date: 08/01/2021 8/2/2021 (resubmitted)
Name: Bob Hunter	
Countersigned: 	Date: 16/06/21
Name: G Hancox	
Role: EIA panel lead for Student Journey, Health and Safety, Estates	
An electronic copy must be sent to Deputy Principal (Student Experience) and will be published on the College website available from each page via the footer "Equality and Diversity/Accessibility". The original signed paper copy and an electronic copy of both this record should be kept by the post-holder leading on the policy.	

The College is committed to providing a high quality service and achieving the highest standard of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of all people served by the College.

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