

Compliments, Suggestions and Complaints Policy & Procedure

1. Introduction

1.1. This Policy sets out how Abbeydale Vetlink Veterinary Training (AVVT) receives, reviews and acts upon feedback.

2. Statement

2.1. AVVT welcomes feedback about its services from all users, including apprentices, learners, employers, staff and other stakeholders.

2.2. This Policy will ensure that all feedback is collected and reviewed promptly at the managerial level and that the directors have an overview of performance as indicated by the feedback collected.

2.3. The Policy will ensure that every formal complaint is managed by the directors.

3. Objectives

3.1. This Policy seeks to ensure that the review of feedback is used to inform planning and the continual improvement of the apprentice, learner and wider learning experience and AVVT services.

4. Implementation

4.1. All apprentices, learners and staff will be informed about this Policy and Procedure during induction.

4.2. Compliments and Comments (Tell Us!) cards (Appendix 1) are available from the student admin section on Moodle. They are also available for anyone to download from our website.

4.3. Complaint forms (Appendix 2) are available from the from the student admin section on Moodle. They are also available for anyone to download from our website.

4.4 This policy will be published on AVVT's website for public access and transparency

5. Responsibilities

5.1. Compliments, Suggestions & Comments

5.1.1. The directors will:

5.1.1.1. Collate all compliments; and

5.1.1.2. Produce a summary report of all compliments on an annual basis for review

5.1.1.3 Present all findings to the Board of Governors for a challenge.

5.1.2. Directors will:

5.1.2.1. Address any issues identified via any feedback mechanisms used within AVVT, (e.g. Tell Us! Cards) and, at the first available opportunity communicate actions taken

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5.1.3. The nominated member of the Quality Team will:

5.1.3.1 Review any complaints received about the directors

5.1.3.2 Present an anonymised report of the complaint to the directors and signpost to the necessary awarding/regulatory body

5.1.3.3 Advise the directors of any recommended actions to take to address the complaint

5.1.4. All staff will:

5.1.4.1. Advise AVVT users of the process for making compliments and comments or suggestions;

5.1.4.2. Forward all complaints and compliments to directors or the Quality team if needed; and signpost to the necessary awarding/regulatory body

5.1.5. All AVVT Users:

5.1.5.1. are encouraged to talk to tutors or other members of staff to make their views known

6. Related Policies, Procedures, Guidance and Legislation

6.1. Disciplinary policy and Fitness to practise regulations

6.2. Teaching and learning Policy

6.3. Appeals Procedure

6.4. Safeguarding and Prevent Duty Policy

6.5. Equality and diversity policy

6.6. Education and Inspections Act 2006

6.7. Education Act 2011

Please note: This list is neither exclusive nor exhaustive

7. Compliments, Suggestions and Comments

7.1. All compliments will be forwarded to the directors and persons mentioned within the compliment if they have not received it directly.

7.1.1. If the compliment concerns a course all members of that group will also receive a copy.

7.2. Where requested, AVVT will acknowledge receipt within 2 working days of notification.

7.3. Informal Complaints

7.3.1. Apprentices/Learners who are dissatisfied with any aspect of AVVT are encouraged to take up the issue with a director, lead tutor, or lead Internal Quality Assurer

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7.3.2. If a group of apprentices/learners wish to make an informal complaint, they must nominate a person to discuss the issues receive feedback from one of the directors and pass and feedback on to the rest of the group.

7.3.3. Where other AVVT users wish to make an informal complaint, they should be directed to a director

7.4. Formal Complaints

7.4.1. Where the matter is sufficiently serious that the complainant wishes to progress directly to the AVVT's formal procedure, a formal complaint must be submitted in writing, e-mail or letter to Kirsty Gwynne and/or Samantha Morgan.

7.4.2. If the complaint is made by telephone or in-person, notes will be completed from the conversation.

7.4.3. All correspondence will be with this individual, but the outcome letter will be copied to all in the group named in the initial complaint.

7.4.4. Parents/Clinical coaches, apprentices and employers are welcome to contact the AVVT on behalf of apprentices, learners and other AVVT users.

7.5. Appeals

7.5.1. If the complainant is dissatisfied with the AVVT's response, he/she will be advised to write to the directors giving reasons for their dissatisfaction within 10 working days of the date of the response letter.

7.5.2. A copy of this policy and procedure will be sent to them for reference.

7.5.3. Appeals by telephone will not be accepted.

7.5.4. The directors and the quality team will review the complaint and investigation by reviewing all the information against the appeal explanation received. We will then advise whether the AVVT's decision is supported or whether the matter needs to be reinvestigated. This will occur within 5 working days of receiving the appeal.

7.5.5. The directors' decision is final, after which the AVVT will consider the matter closed.

7.5.6. Only after all AVVT procedures for dealing with complaints have been exhausted, and the complainant remains dissatisfied, they are advised to contact the Education and Skills Funding Agency (ESFA) for guidance on whether their complaint can be escalated.
ESFA contact details: esfahelp.education.gov.uk

8. Contact details

Abbeydale Vetlink Veterinary Training
Apex House,
Wonastow Road Industrial Estate (East)
Monmouth
NP25 5JB

Office phone number: 01600 737040

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Directors email addresses: kirsty.gwynne@abbeydale-vetlink.org and sam.morgan@abbeydale-vetlink.org

Lead tutor email: emma.collins@abbeydale-vetlink.org

Quality team email: hil.varlow@abbeydale-vetlink.org

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Appendix 1

Tell Us! Compliments and Suggestions

Help us to identify good practice and continually improve our service. Tell us what we are doing right or comment on suggested solutions to problems. They are all most welcome.

Comments

Thank you very much for your comments.

If you would like an acknowledgement, please complete your details below and leave the card in the assignment trays.

It will be passed on to the directors.

Name: _____

Training Practice name; _____

Class (if applicable): _____

If you wish to make a formal complaint, please collect a Complaint Form. The form can also be downloaded from: <https://www.vetnursetraining.co.uk/wp-content/uploads/2020/03/AVVT-Compliments-Suggestions-and-Complaints-Policy-Procedure.pdf>

Appendix 2

Abbeydale Vetlink Veterinary Training Complaint form

Name;	Group name;
Training practice name;	
Complaint Details (continue on a separate sheet if needed)	
Date;	Signature;