COMPLIMENTS, COMMENTS & COMPLAINTS POLICY

Reference	PC_Compliments, Comments & Complaints_Policy_2026-27
Version	v1.0
Effective from	1 September 2026
Applies to	All team members across all Pinc College
Policy owner	Chief Student Experience Officer
Next review	Summer 2027

Introduction

Pinc College is committed to providing holistic education of the highest quality and this policy is underpinned by Pinc College values, culture and methodology.

Our college values

Individual - 'We celebrate everyone'

Inclusive - 'We value and support everyone'

Innovative 'We believe in the power to change'

We foster a culture that is **Respectful, Responsible, Safe and Kind**

Policy intent and scope

Pinc College aims to provide holistic education of the highest quality. To improve student experience, we manage public and student compliments, comments and complaints in a non-confrontational way.

We aim to manage all feedback related to campus delivery and student experience quickly and via the team members who have close working relationships with our students, parents and carers and partners.

Our Compliments, Comments and Complaints procedure is intended to provide autonomy and a sense of control to students and visitors in order that they can have their voice heard and contribute to an existing culture of ongoing improvement.

Responsibilities and Communication

The compliments, comments and complaints policy is relevant to students, parents and carers and college stakeholders, with Head of programmes taking lead responsibility at the informal level. Head of College is responsible for matters that have not been successfully resolved through informal channels.

Pinc College welcomes suggestions on how we might improve our services by email, telephone or in writing by contacting the appropriate Head of programmes or via

Connect@pinccollege.ac.uk

The Compliments, Comments and Complaints policy will be available on the college website.

Procedure

A verbal, compliment, comment or complaint constitutes an informal communication and should be made to a member of the campus team who will work with you to discuss and resolve any concerns.

If feedback or complaint is in connection with a college campus, please contact the Head of programmes in the first instance who will work with you to resolve the matter informally.

Where verbal compliments are made, we may ask you if we can use the feedback in our college evaluations and in marketing material.

An informal written compliment, comment or complaint can be made in writing via email by contacting Connect@pinccollege.ac.uk or in writing sent for the attention of the Head of programmes at any of our campuses. Written communications will be acknowledged verbally or via email within five working days of receipt and will follow the informal procedure in the first instance.

If you need support to communicate the details of your compliment, comment or complaint, we can arrange this for you. We will work with you to agree a suitable timeframe to get the support you need to communicate your views fairly and effectively.

Stage 1 Informal procedure

In the first instance you should share your verbal feedback or comments with the Head of programmes. If you wish to submit informal feedback in writing this should be addressed to the Head of programmes via email. Alternatively, a written letter or college complaint form can be submitted in person or via post to the Campus address which can be found online or provided on request.

We hope that in most instances this will be sufficient to ensure your voice is heard and to work to resolve any concerns quickly and effectively.

Stage 2 Formal procedures

If you are not satisfied with the outcome of the informal procedure, or feel a complaint needs to be escalated for any reason, you can write via email or send in the post a written letter addressed to the Head of College.

Due to the nature of our multiple campus operations, our preferred method of communicating a formal complaint would be via email to connect@pinccollege.ac.uk including **formal complaint** as the subject. We also accept written complaints via the post, please send to the campus address for the attention of the Head of College.

What Happens Next?

- Your complaint will be acknowledged in writing within five working days from the date of receipt.
- You will be advised of the name, email and telephone number of the person who has been assigned to deal with your complaint.
- Within 10 working days from receipt of the complaint the assigned Lead will contact you to discuss your complaint further and ensure they are sufficiently informed to consider the issues of concern.
- Where the Head of programmes cannot help to resolve your concern during the discussion, we will tell you what we are going to do to investigate matters further and tell you how long we expect this to take.

Each time a formal complaint is made it is logged formally, and the outcomes will be used to inform annual business planning including

- Identifying and prioritising changes and improvements to existing services
- Identifying gaps in education provision
- Review of policies and procedures

Appeals Procedure

Stage 3 Appeals

If you are not satisfied with the outcome of your formal complaint, you can write to the Pinc Education Group Executives Team to appeal and have your complaint heard by a panel. An appeal must be submitted within 14 days of the formal complaints' outcome.

Due to the nature of the college multiple campus operations, our preferred method of appeal would be via email to connect@pinccollege.ac.uk writing **complaints appeal** in the subject bar.

Appeals can also be made in writing using the post. These should be addressed to

Pinc College Leadership team, Manchester Museum, Oxford Rd. M13 9PL

Should you wish to withdraw your complaint at any time this can be done verbally, by email or in writing. A member of Executives Group will acknowledge the withdrawal in writing.

What happens next?

- A chairperson, who may be an employee or partner of the college will be nominated to co-ordinate the hearing process. The panel will include the chairperson and at least one other senior member of the Pinc College leadership team or governor. The college reserves the right to nominate an independent professional advisor as a member of the panel if required.
- The Chairperson will work as part of the appeals panel to consider the grounds for appeal within 10 working days from the date of receipt.
- The Chairperson will make a judgement and decide whether a panel hearing is best held remotely or face to face, considering any reasonable adjustments required.
- During the appeals hearing you have the right to be accompanied by a supportive adult. This adult must not be acting in a professional, legal capacity.
- Following the hearing, the Chairperson will respond to the complainant in writing without unreasonable delay, but within 10 working days of the meeting.

The college appeals procedure is the final stage of our complaint's procedure. The appeals outcome is the end of the process and will not be changed. Where the complaint is in relation to a qualification, please refer to the awarding bodies complaints procedures.

Complaints provided to us will be used solely for the purpose of responding to feedback and service improvement. Formal written complaints will be retained on record for a maximum of three years.