



Complaints and Suggestions Policy and Procedure

- To listen to all complaints and suggestions.
- To enable staff and students to be able to make complaints and suggestions.
- To resolve problems in the best way possible.
- To use complaints as an opportunity to review and improve the service we offer.
- To consider and, if practicable, act on suggestions.
- To provide an opportunity at Staff Meetings for staff to bring up any issues under Any Other Business.
- To provide information on the ESC Complaints Procedure to students in their information packs (and in House Meetings at residential centres).
- To tell students verbally during their induction about ESC's Complaints Procedure.
- At residential centres, to re-iterate to students in House Meetings who students should speak to regarding any problems.
- To provide all students with an opportunity to give feedback (including complaints and suggestions) on the Day One Questionnaire, Week One Questionnaire, Leavers' Questionnaire and in tutorials.
- To ask a selection of students for suggestions on improvements to the service provided by ESC at the weekly "Leavers' Meeting".
- To feedback information gathered at the Leavers' Meeting to staff and act on any complaints, and where possible, suggestions.
- Where possible, to see any students making a negative comment on the Leavers' Questionnaires before they leave.
- For the Management Team, (House Parents at residential centres) and other staff to review all student comments in the Leavers' Questionnaires and act on suggestions where possible.