

Policy	Feedback Management (Have Your Say) Policy GEN 3
Document owner	Director of Communications, Information & Technology
Date first implemented	April 2019
Date last reviewed	June 2025
Date of next review	June 2027
Date governor-approved	n/a
Associated documents	Complaints Policy and Procedure Communications with Parents & Carers Policy Internal Communications Policy External Communications Plan Organisational Learning Policy Learning Review Policy
Reference documents	-
Initial reviewing body	Director of Communications, Information & Technology
Final approval body	Senior Leadership Team
Published on website	Yes

Purpose	To specify how the College obtains feedback (whether complaint or compliment, etc), and how the information is collated and reviewed. The policy also lays out how feedback is acted upon and reported on.
Scope	<p>The policy applies to all activities of the College on which users, stakeholders or members of the public might legitimately comment. This will include, for example, users of the commercial outlets, members of the general public, parents/carers of students.</p> <p><i>Staff</i> This policy does not seek to replicate or replace the varied internal feedback mechanisms in place for staff to use, e.g. Staff Forum, Staff Voice. These are detailed in the internal communications plan. Staff are always encouraged to share their thoughts and views, within a continuous improvement culture.</p> <p><i>Students</i> The policy does not seek to replicate or replace the varied feedback mechanisms available to students, through Student Voice, the Student Council. Nevertheless, students can give feedback by any method that suits them, and this will be followed up in the most effective way for those circumstances.</p> <p><i>Parents/carers/ other parties</i> Parents, carers and any other stakeholder or third party is encouraged to give feedback through the Have Your Say email address.</p>

Equality, Diversity & Inclusion	<p><i>"[Derwen] College is committed to promoting equality, good relations and to challenging discrimination. This is reflected in all College policies, procedures, processes and practices."</i></p> <p><i>Derwen College Equal Opportunities Policy</i></p> <p>Derwen College's ethos is to embrace diversity, to offer equality of opportunity, and to treat every individual fairly and with respect. Equality, diversity and inclusion are embedded throughout the organisation. This policy should be applied in accordance with this ethos.</p> <p>If you would like a copy of this document in a different format, such as large print, please contact the Human Resources Department who will provide help with alternative formats.</p>
Definition	<p>Feedback will include: complaints, comments and compliments received by whatever means; feedback forms/cards in outlets; surveys; questionnaires.</p>

Feedback is welcomed by the College and will be considered and acted upon as deemed appropriate, and with an open mind. The College supports a continuous improvement culture, and will endeavour to make changes where issues for improvement are identified and agreed. Feedback is considered within the ongoing Organisational Learning arrangements. The College aims to be as transparent as possible in its work, and in its communications with all stakeholders.

Feedback will be actively sought from stakeholders under the "Have Your Say" banner. This will include a link on the College website, and an email address haveyoursay@derwen.ac.uk which will be monitored and managed by the Director of Communications, Information & Technology.

All branding around feedback will be based on the "Have Your Say" strapline.

Any questionnaires or other types of proactive feedback-gathering communications with stakeholders around Have Your Say will be reviewed by the Director of Communications, Information & Technology and passed to marketing for branding. Consistent questions will be used wherever possible in all Have Your Say communications, to allow for comparisons over time.

Any questionnaires/ feedback forms, etc, will be collated by the initiator, or other party as agreed internally.

Content will be logged as follows:

- Names/addresses/ contact details – marketing, for future communications
- General responses – logged by marketing

- Complaints (minor) – referred to the relevant manager for action or follow up, then passed to the Director of Communications, Information & Technology for including in the central log.
- Complaints (major) – passed immediately to the Director of Communications, Information & Technology for logging on the central complaints & comments log and for further action if necessary.

Reporting

Complaints & compliments - full log, and actions – report periodically to the Senior Leadership Team – Director of Communications, Information & Technology

Complaints & compliments – anonymised (where appropriate) – review from time to time with Marketing & Communications Manager and the Compliance Administrator – Director of Communications, Information & Technology

Complaints & compliments – summary report, highlighting key themes since the previous report, and significant actions taken as a result – report to Standards & Effectiveness Committee regularly - Director of Communications, Information & Technology

Organisational Learning annual report – overview report to the Board, highlighting key learning from around the organisation. Will include input from feedback - Director of Communications, Information & Technology

Vexatious comments

The College will always endeavour to resolve complaints in a positive manner. Where the College does not agree with a complainant's view, it will advise them of this in a polite and courteous way. Should the complainant continue to voice his or her views against the decision after the College considers all relevant actions have been exhausted, the College will cease communications with that individual or group.