

## Feedback

Feedback and complaints are an opportunity to improve the quality of our services.

The aims of the policy and procedure are:

- To provide all clients (including students and group leaders) with opportunities to give feedback and make complaints.
- To provide all staff with opportunities to give feedback and make complaints.
- For all complaints about service to be addressed and resolved in a timely and professional manner.
- To provide and operate a clear and useful complaints procedure for clients, providers and staff.
- To ensure clients, providers and staff are aware that such a policy exists.

### Monitoring our service:

We actively and continuously monitor the quality of our service to ensure we maintain high standards. In addition to informal contact, such as speaking with / emailing students and group leaders, we offer several options and opportunities for the client or provider to offer feedback and/or make complaints. These are:

- **Induction meeting** – students and staff are informed who they can contact regarding any issues or questions they may have.
- **First week questionnaire** – given to all students in their first week. Students complete these and return them to reception, which are treated confidentially. It is an opportunity for students to express any concerns they have which may arise from their course and information provided to them. In the case of a group, the questionnaire is completed by the group leader.
- **Tutorials** - Teachers sit down with students and discuss their experience and progress every 4 weeks of the course. It is an opportunity for students to express any concerns they may have regarding class fit and level, and for teachers to make any changes, for example to their planning for the following week, or a change of class for any students. Students are also given the opportunity to speak to a member of the Academic Team if they wish.
- **Skills and Socials feedback** – Students are sent a feedback questionnaire after every social activity that they attend, so we can better understand whether that activity was popular or not and why.  
We also hold polls on our Social Media pages and through Google Forms for the students, so that students have a say in what Social Programmes will be available for them for the following months. This is done every 3 months.



- **Accommodation feedback** – A form is sent to each of the students that have organised accommodation with us at the end of their 1<sup>st</sup> week. This is to find out how happy they are with the accommodation and highlight any issues that arise.
- **Student class feedback** – The students in each of our classes complete a feedback survey monthly in class, so that we can review our classes and implement any necessary changes.
- **Staff feedback survey** – Staff complete a feedback survey bi-annually about our facilities and as a business. This is reviewed in the Senior Staff meeting to discuss and solve any issues arising.
- **Staff Exit Survey** – When a member of staff leave, we ask them to fill out an exit survey about the school and company so that we can amend any issues that have occurred during their employment. We are constantly striving to make our company better for our employees.

We have two types of questionnaires: one for teachers and one for non-academic staff. The teachers' questionnaire is completed by the teacher with the Head of Studies. The one for non-academic staff is completed with a representative from the HR department.

- **Accommodation feedback survey:** Students who have booked their accommodation with UKCE are sent a feedback questionnaire during the first week of their stay. It is an opportunity for students to express any concerns they have which may arise from their accommodation and for UKCE to ensure their lodgings are up to standards.
- **End of Course questionnaire** – requested from all students in their last week to feedback on all aspects of the College.
- **Group Leader feedback survey:** Group leaders are sent a survey in their last week to feedback on all aspects of the College.
- **Open office policy:** Students, group leaders and agents can come and see any member of staff to discuss any issues or questions they may have. Any relevant feedback or serious concerns will be flagged in the Senior Staff meeting.
- **Safeguarding & Welfare Meeting** – This is a monthly meeting for Welfare Officer(s), the Designated Safeguarding Lead and Staff to discuss any Welfare issues.

*Review date: 19<sup>th</sup> December 2019*

*Reviewed annually or more often as required.*

1. Future Facing
2. Achievement through quality
3. Supporting a global community
4. Commitment to the individual