Compliments Policy

Version Control				
Version	Author	Date	Changes	Review Date
1	E Merrick	06/09/2023	Policy creation	06/09/2023
1.1	D Priestley	04/10/2023	Policy reviewed	03/10/2024

A2L Compliments Policy

Purpose of Policy

Feedback from compliments, comments and suggestions form a key element within Aim2Learn Ltd (A2L). They reflect a perception in the quality of service provided, and the integrity of A2L, reflecting on A2L's commitment to continuous improvement, as such, they are treated as a barometer of service health.

Definitions:

- Compliment – an expression of satisfaction made in respect of a member of staff, service, process, system, or facility.

- Comment – a mention of something, or a helpful suggestion, on any aspect of A2L.

Introduction

Excellent levels of satisfaction, in all aspects of curriculum and service provision is reflected, in part, through informal (unsolicited) and formal (solicited) feedback systems. These include systems such as team meetings, surveys, learner and employer voice processes. The feedback systems are also supplemented by processes that are not A2L led such as compliments, concerns and complaints (see A2L Complaints Policy).

Scope

This policy covers all enrolled and former learners on any qualification or Bootcamp, on any mode of learning or funding stream, and encompasses compliments, comments and suggestions made by any stakeholder with an interest in developing the quality of service.

General Roles & Responsibilities

- All A2L staff have a responsibility for receiving compliments, comments and suggestions, treating all compliments, comments and suggestions courteously and promptly.

- Support will be provided by the Administration staff, collating information from team meetings, surveys, learner and employer voice processes, and evaluation documents.

- The Quality team coordinate the compliments, comments and suggestions. The team also provide support and guidance on all matters relating to this Policy. The Quality team will acknowledge compliments, comments and suggestions within 5 working days, communicating compliments to named members of staff. The Quality team will review all available information, identifying any trends, etc., and will raise these with the Senior Management Team (SMT)

- The SMT will review information and suggestions from the Quality team, deciding on service delivery changes and project implementation.