

Title: **Compliments by Students and Members of the Public**

Reviewed by: Executive Assistant
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Approved by: SMT
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Associated documents/policies: None

Contents

1. Policy	1
2. Procedure	1
Appendix A - How to make a Compliment	3
Appendix B: Compliment Record Form	Error! Bookmark not defined.

1. Policy

Bath College welcomes compliments from students, employers and members of the public about courses and other matters, services and facilities for which Bath College is responsible. It is always helpful to know what we are doing well and to hear about positive experiences. Bath College can provide feedback and praise to our staff and identify best practice for sharing and celebrating.

2. Procedure

When received in writing or by email, compliments or praise will be formally recorded and will qualify as a compliment within the meaning of this procedure.

Compliments may be in the form of a completed compliment form, feedback process, letter, email or similar. Compliments received verbally, either from a personal visit or by telephone, need to be submitted as a signed statement by the member of staff receiving the compliment, confirming that the information given is a true and accurate reflection of the compliment.

On receipt, all compliments should be forwarded to the Executive Admin Team at the City Centre Campus to be logged.

Compliments received via the compliments@bathcollege.ac.uk email will be automatically received by the Executive Admin Team at the City Centre Campus.

The Executive Admin Team will generate a Compliments Response Form, with one copy being emailed with the compliment, to the relevant Senior Manager/Assistant Principal

Compliments which praise individual members or groups of staff will be copied, with the response form, to the identified members of staff, and also to HR for placing in the individual's personal file.

The appropriate Senior Manager will evaluate whether the reason for the compliment forms an example of good practice that should be shared with other members of staff or students. If it does, they will identify a suitable method of sharing this and record this on the response form. The appropriate Senior Manager will copy the compliment to the Director of Student Services and Marketing if it represents an opportunity to promote a good news story in the media or use in promotional literature. Confidentiality will be maintained, or where necessary, permission sought and gained before publication.

Where appropriate a written acknowledgement of receipt of the compliment will be sent by the relevant Manager.

The Executive Admin Team keep a record of all compliments and categorises them accordingly.

The appropriate Senior Manager and the Assistant Principal should confirm via the compliment response form that all action has taken place and been recorded, emailing this back to the Executive Admin Team.

The Executive Admin Team will update the compliments database and paperwork and file the compliment.

The appropriate Senior Manager and Executive Assistant will produce relevant statistics/reports on an annual basis to accompany the annual complaints report. A summary of all compliments will be provided to the Senior Leadership Team.

Thanks may be used to inform quality improvement but will not be recorded in this procedure. To justify, a compliment must be beyond a thank you, and praises great service or experience or for going 'above and beyond' day to day duties/requirements.

Compliments which have been made by Bath College staff about their colleagues are not recorded within the Compliments Policy.

Appendix A - How to make a Compliment

We are committed to providing all our learners, employers and the community with an outstanding service. When you feel that you have received a first class experience we would welcome you providing us with feedback on what we did well to meet your needs. It is always good to know what we are doing well and to hear about positive experiences.

You can pay Bath College a compliment in the following ways:

In Writing	Via Email	Verbally to a Member of Staff
<p>Completing the Compliment Record Form online, completing informal paper based documents/slips, or sending a letter addressed to:</p> <p>Executive Assistant to the Principal Bath College Avon Street Bath BA1 1UP</p>	<p>Email any member of staff or email compliments@bathcollege.ac.uk</p> <p><i>(this email is sent directly to the Executive Admin Team at the City Centre Campus)</i></p>	<p>Call the Executive Assistant to the Principal on 01225 328733 or talk to any member of staff.</p> <p>They will make a record of your compliment and pass it to the Executive Admin Team for action.</p>

If, as a student, you require support in order to make your compliment please speak to the Student Union, a member of the Student Advice Centre, the Student Participation Team or any member of staff.

We will use your feedback to:

- inform us on what aspects of our work we are performing well
- enable us to pass on praise to our staff from learners/employers/community.
- give us valuable information on excellent practice which can be cascaded across the whole organisation to continuously improve our services.



Appendix B: Compliment Record

Form

Your Details:

Name: _____

Company: _____ (if applicable)

Address: _____

Postcode: _____

Telephone: _____

Email: _____

Do you require a response: Yes No

If yes, how would you prefer to be contacted: Post Tel Email

Who or What is the subject of your compliment?

Summary of Compliment (including date and time of incident if applicable):

Signed: _____

If Compliment taken by Member of Staff:

Staff Name:

Department:

**Please email completed form to compliments@bathcollege.ac.uk
Hand in at Reception at the City Centre or Somer Valley Campus
or post to Executive Assistant to Principal, Bath College, Avon Street, Bath, BA1 1UP**
