School of Coding & AI

Student First Always

HIGHER EDUCATION

Compliments, Comments and Complaints Policy

Policy Owner: Suki Gill

Full Name	Position	Signature	Date	Review Cycle
Suki Gill	Principal	SGill	01.09.2025	Annual

School of Coding Limited T/A School of Coding & AI
Company Number: **10808021 Registered in England & Wales**
Registered Address: **Unit 8-8b, Newton Court, Westrand, Pendeford Business Park, Wolverhampton, WV9 5HB**

Introduction
At School of Coding Higher Education, we are committed to delivering an outstanding student and stakeholder experience, grounded in academic excellence, inclusivity, and responsive support. We recognise that constructive feedback, whether positive or critical, is a vital part of continuous improvement across our higher education provision.

This policy establishes a clear framework for submitting compliments, suggestions, concerns, or formal complaints regarding our academic and professional services. It is intended for use by students, employers, partner organisations, and other stakeholders engaged with our undergraduate and postgraduate programmes.

We welcome all forms of feedback, including praise for individual staff, teaching, services, or events, as well as recommendations for improvement. We aim to resolve issues swiftly, fairly, and informally where possible, but we also provide a clear and accessible formal process should this be necessary.

School of Coding Higher Education values diversity and promotes a culture of dignity and respect. We are particularly mindful of students with Special Educational Needs and Disabilities (SEND), and ensure that reasonable adjustments are made during both informal and formal complaint stages, should additional support be required in raising or responding to a concern.

Statement of Purpose
This policy aims to provide students, carers, and partner agencies with guidance on how to raise an issue with the institute, whether it is positive or negative.

School of Coding Higher Education prides itself on working in partnership with others and ensuring we provide a high-quality service to everyone we work with.

We would like to hear from you if;

- You are happy with the service we provide, and you would like to give a special mention to a member of staff, a student or an event.
- You have a suggestion on something we can do to improve further.
- You have a complaint or a concern. We take all complaints very seriously and they are given our full consideration. When something has gone wrong, our aim is to resolve it without the need to make a formal complaint.

IIn the first instance, we ask that you speak with the member of staff that is best placed to help you. For example, if there is an issue with a student, your student's tutor would be the first port of call. This way, we can take swift action to resolve any issues.

Compliments
If you have something you want to share with us as a institute, we are more than happy for you to contact the member of staff directly if your compliment is for them. Equally, we would love to hear from you in writing.

Comment
If you have something that you think we can work on to improve further, please contact reception and ask to speak to a Senior Member of Staff. If you specify to reception that you have a comment or a suggestion that you would like to share, they will inform the relevant member of staff, who will contact you within 48 hours. Equally, if you prefer to put this in writing, you can do so via e-mail to info@schoolofcoding.co.uk. We aim to acknowledge your feedback within 48 hours and let you know what we intend to do as a result.

Complaints
We aim to deal with all complaints informally in the first instance. If you cannot do this with the relevant member of staff or you feel you need further support, we advise you to contact the institute reception with the nature of your complaint and it will be referred to an appropriate Senior Member of Staff, who will either telephone you on the number provided or invite you in to meet with them.

Formal procedures will only be invoked when informal attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further. A formal complaint may be initiated by writing to the institute.

Please note that if you do wish to make a complaint, we aim to ensure the following;

- All complaints are investigated fully.
- We will hold internal records.
- We will be fair and impartial when making judgements.
- We will respond within 48 hours.
- We aim to come to a resolution.

Some complaints will fall under policies within the institute, for example, the Safeguarding Policy or the Staff Disciplinary Policy. Complaints that fall in this remit will be handled differently in relation to those policies. Due to confidentiality, we cannot share outcomes of a complaint if it falls within these areas.

Formal Complaints Procedure

Please note that all formal complaints should be sent as an email to concerns@schoolofcoding.co.uk. Formal complaints will not be accepted by any other method of communication.

If students are invited to a meeting to discuss their complaint, they may wish to bring someone to accompany them. *Students with SEND are encouraged to refer to the institute's Access and Reasonable Adjustments Policy for guidance on requesting support during the complaints process.*

1. Contact your lecturer to discuss the concern informally where possible.

2. Contact the Subject Lead:
   - Soniya for C&IT (Computing and IT)
   - Kellonie for H&SC (Health And Social Care)
   - Nethan for BM (Business Management)

3. Contact the Welfare Team for support and guidance.

4. Submit a formal complaint by emailing:
   wellbeingandconcerns@schoolofcoding.co.uk
   The Head of Student Records & Student Experience (David Gibson) will then investigate the complaint and respond in line with the organisation's complaints procedure.

From any complaint raised, the findings and the recommendations will be recorded and copies will be sent to;

- The complainant
- The person being complained about
- A copy to be retained in the school office.

School of Coding Higher Education will keep a written record of the complaints and the outcomes of the complaints. School of Coding Higher Education will identify which complaints were resolved informally and which were resolved at a formal hearing.

All complaints will be treated confidentially and they will not be shared with anyone, unless they are asked for by.

- An inspecting body