

Policy/Procedure/Strategy: Complaints Handling and Suggestions for Improvement Policy

Author/Owner: Elaine Munro

Signature: John McLuckie

Review Due: 01/03/2019

Department/Section: Executive Management Team

Date of Assessment: 15/03/2017

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Step 1

Aim of proposed activity/decision/new or revised policy or procedure:

This Complaint Handling and Suggestions for Improvement Procedure (CHSIP) reflects Argyll College UHI's commitment to valuing complaints and suggestions for improvement. The aim is to resolve issues of dissatisfaction as close to the initial point of contact as possible and to conduct thorough and fair investigations of complaints so that, where appropriate, evidence-based decisions can be made on the facts of each individual case.

- New
- Revised
- Existing

Who will be affected?	Who will be consulted?	Evidence available:
College staff, students, visitors and other stakeholders	College staff, students, visitors and stakeholders	Qualitative – Argyll College UHI Complaints Handling and Suggestions for Improvement Policy, Argyll College UHI Self-Evaluation Documents 2015-16, UHI Red Button report 2015-16, Student surveys 2015-16 and 2016-17. Anecdotal – Staff, student and other stakeholder views on the policy.

Step 2

Potential Positive/Negative/Neutral Impact Identified. P, N, N/I	Age	Disability	Gender Reassignment	Marriage/Civil Partnership	Pregnancy and Maternity	Race	Religion or Belief	Sex	Sexual Orientation
Eliminating Discrimination	N/I	P	N/I	N/I	N/I	P	N/I	N/I	N/I
Advancing Equality of Opportunity	N/I	P	N/I	N/I	N/I	P	N/I	N/I	N/I
Promoting Good Relations	N/I	N/I	N/I	N/I	N/I	N/I	N/I	N/I	N/I

Step 3

Action to be taken

- Policy review could include specific examples of complaints relating to each of the 9 protected characteristics.
- Ongoing monitoring of compliance to ensure no protected group is discriminated against when dealing with complaints and suggestions for improvement.

Summary of EIA Outcome – please tick

- No further action to be carried out
- Amendments or changes to be made
- Proceed with awareness of adverse impact
- Abandon process – Stop and Rethink

Please forward completed EIA forms to the Equality & Diversity Committee