

Higher Education Compliments Procedures

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1. Compliments Procedure

1.1 Introduction

Hugh Baird welcomes feedback on every aspect of its provision from all its customers and stakeholders. Compliments provide evidence that our aim to deliver outstanding quality across all aspects of the curriculum and College services is being achieved.

1.2 Making a Compliment

Hugh Baird records all positive comments received. Compliments can be made in a variety of ways. Informally, by word of mouth and social media and formally using paper and electronic formats. Format adaptations are available on request.

- 1.3 A paper compliment form is available to be completed if a person is satisfied with a service provided and they would like to share their experience. These are available at each centre reception, (see page 2). On completion the form should be posted in the Compliment box found at the Balliol reception. Alternatively, it may be posted to the address shown on the compliment feedback form.
- 1.4 As an internal customer of Hugh Baird the staff /student email system may be used.
- 1.5 Students can forward compliments through the student intranet **Student Zone - 'My Day' -Student Council** page.
- 1.6 External compliments can be made through the Hugh Baird website - **About Us - Information Section – Feedback**.
- 1.7 All internally and externally received paper compliment forms should be forwarded to the Secretary to the Executive Management Team (EMT) responsible for recording compliments - susan.spofforth@hughbaird.ac.uk.
- 1.8 Compliments received from students through **'My Day'** are forwarded to lorraine.nordmann@hughbaird.ac.uk, the Study Programme Co-ordinator. <mailto:Lorraine.nordmann@hughbaird.ac.uk>

2. Acting on Complimentary feedback

- 2.1 Feedback helps us to continually improve our quality of provision and make us continually review how we do things.
- 2.2 Compliments received are reported annually to the Governors at the Corporation Quality and Standards committee.
- 2.3 Compliment form – see page 3.

Appendices

Appendix 1 – Compliment Feedback Form

Name	Date
Course (if appropriate)	
Address	
Post Code	Tel. No.
Compliment Details: Please complete this form if you are pleased with a service we have provided and would like to share your experience with us.	
Please return to Hugh Baird College, Balliol Centre POD reception or by post to: Susan Spofforth, Secretary to the EMT, Hugh Baird College, FREEPOST LV7233, Balliol Road, Bootle, Merseyside L20 7EW	



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