



## Quality policies and procedures

### Compliments policy

Aim: The aim is to ensure that compliments are recorded and celebrated and that we know what works well in order to continue such practice.

Policy authorisation:	Management: Senior Leadership Team
Date of most recent policy update:	September 2021
Date of next policy review:	September 2024
Policy author	Deputy Principal

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## **1. Introduction**

This policy ensures that compliments are recorded and celebrated. It also ensures that we identify what works well, thus continuing with such good practice.

## **2. Scope of the policy**

This policy is applicable to all members of the college community and to members of the public. Any person, including members of the general public, may register a compliment.

## **3. Policy statement**

- 3.1 Blackpool Sixth's core values and equality and diversity policy set out the standards and services our customers (students, parents and carers, staff, members of the public) can expect the college to provide. These are available on the college's website.
- 3.2 This policy and procedure recognises the importance of giving validation and praise to individuals when compliments are received from customers and partners.
- 3.3 Compliments will be received verbally or in writing and will be received directly by the individual in receipt of the praise or by a direct line manager. College staff will seek to share compliments in a genuine and generous manner.

## **4. Procedures for compliments**

- 4.1 On receipt of a formal compliment, a member of staff will forward a copy of it or brief bullet points from a verbal compliment to the PA to the Deputy Principal.
- 4.2 A member of the senior leadership team may send a copy of the letter or email received with an acknowledgement on behalf of SLT, where appropriate.

## **5. Records and monitoring**

- 5.1 The PA to the Deputy Principal will maintain a central record of compliments. This record will inform our quality assurance processes and practice. These will be recorded electronically. A written analysis of compliments will be reviewed by the Senior Leadership Team at the end of each academic year.
- 5.2 An annual report will be presented to the Board of Directors.
- 5.3 Teaching areas will be identified in the report by curriculum area only. The college will preserve individual anonymity in monitoring documents.

## **6. Review**

The content and operation of this policy will be reviewed every 3 years by the Deputy Principal.

## **7. Other related policies**

Concerns and complaints policy

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This compliments policy will be published on the college's website (<https://blackpoolsixth.ac.uk/policies/>).

If you require this information in another format or if you need guidance on understanding the procedure, please contact our Marketing Officer on 01253 394911 or [enquiries@blackpoolsixth.ac.uk](mailto:enquiries@blackpoolsixth.ac.uk) for further details.