

Privacy Notice for: Complaints and Feedback

This Privacy Notice is about how we use your personal information.

This notice applies to individuals who are external to the College and who contact us via the College websites, by telephone, email or in writing to submit a complaint or feedback.

What would you like to know about?

- why we are collecting your data
- the information that you give us;
- the uses made of your personal information;
- the legal basis on which we collect and use your personal information;
- how long we keep your personal information;
- how we share your personal information;

Why we are collecting your data

The College needs to collect your personal information in order to investigate and respond to your complaint or feedback.

The information that you give us

We will only collect the personal data from you that we need to deal with your complaint or feedback, namely:

- Name
- Address
Telephone number
- Email address
- Nature of the complaint or feedback

When we receive a complaint or feedback from an individual, we record the information provided and share this internally with appropriate colleagues in accordance with our complaints / feedback policy and procedure. This normally contains the identity of the complainant/individual providing feedback and any other individuals involved in the complaint/feedback.

The uses made of your personal information

The College will only use the personal information we collect for the purpose for which we collected it, namely to process the complaint or feedback and to check on the level of service we provide.

We do compile statistics and produce reports for the College Leadership Team and Governing Body showing information like the number of complaints/comments/compliments we receive, but not in a form which identifies anyone. The information is anonymised.

If your complaint or feedback relates to a service that someone else has received, we will contact them separately for consent if this is appropriate.

The legal basis on which we collect and use your personal information

The College processes your personal data as a task carried out in the public interest as per Article 6(1)(e) of the GDPR.

We will not be able to investigate your complaint or feedback without the personal data you provide us with.

How long we keep your information

We will keep a record of the personal information contained within the complaint or feedback in line with our retention policy. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

This means that information relating to a complaint or feedback given will be retained for 3 years plus the year in which the complaint was resolved or feedback received.

If you refer your complaint to any agency we will keep your details for 3 years (plus the current year) following resolution of the complaint with the agency. Agencies listed below:

Further Education:

Education & Skills Funding Agency
OFSTED

Higher Education:

Quality Assurance Agency for Higher Education (QAA)
Office of the independent Adjudicator (OIA)

How we share your personal information

Complaints and feedback are recorded by our Senior Leadership Support Team and sent to a College Leader within the relevant area for investigation.

Your personal data will not be shared externally with any other organisation, unless required by law. Internally, the following College teams will receive or have access to your data:

Team	Purpose of access	Receive / Access to data
Senior Leadership Support Team	Administering the complaint and feedback procedure.	Receive & Access
College Leadership Team	Investigating and responding to complaints/comments	Access
Admin Services Manager	Producing anonymised reports for the Senior Leadership team and Board of Governors	Access
Safeguarding team	Safeguarding reasons	Access

In addition, where a complaint is about an individual(s) and it is deemed to have sufficient substance and / or to be of sufficient severity that further investigation is warranted then it may be necessary for us to disclose the complainant's identity to whoever the complaint is about.