



SUMMARY OF
SUGGESTIONS, COMPLIMENTS AND COMPLAINTS
RECEIVED BY
CARMEL RC TECHNOLOGY COLLEGE
ACADEMIC YEAR 2005 - 2006

This initiative has been established following the re-writing of the Complaints Procedure and the introduction of the Customer Care Policy and Suggestion Scheme in 2005. Governors are provided with detailed information of all suggestions, compliments and complaints received for each academic year.

The purpose is to develop the customer focus of the college and to encourage the view that we have clear and transparent policies. This de-sensitized report is made available to parents to encourage and support this view.

	Autumn Term 2005	Spring Term 2006	Summer Term 2006
Suggestions received	0	0	1
Suggestions acted upon	0	0	1
Compliments –Management/Organisation	8	6	2
Compliments – Student s	3	0	2
Compliments – Staff	0	0	4
Informal Complaints – Management/Organisation	2	2	3
Informal Complaints – Students	2	8	2
Informal Complaints – Staff	1	0	0
Formal Complaints – Management/Organisation	5	2	0
Formal Complaints – Racial	0	0	0
Formal Complaints - Students	0	4	2
Formal Complaints – Staff	1	2	3
Follow up questionnaires returned	1	2	1