



**SUMMARY**  
**OF**  
**SUGGESTIONS, COMPLIMENTS AND COMPLAINTS**  
**RECEIVED BY**  
**CARMEL RC TECHNOLOGY COLLEGE**  
**ACADEMIC YEAR 2004 - 2005**

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 2004. 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 and stakeholders to encourage and support this view.

	Autumn Term 2004	Spring Term 2005	Summer Term 2005
Suggestions received	9	4	1
Suggestions acted upon	9	1	1
Compliments – Management/Organisation	6	6	7
Compliments – Student s	0	0	3
Compliments – Staff	0	0	3
Informal Complaints – Management/Organisation	1	6	0
Informal Complaints – Students	0	2	3
Informal Complaints – Staff	3	0	3
Formal Complaints – Management/Organisation	6	3	7
Formal Complaints – Racial	1	0	0
Formal Complaints - Students	0	2	0
Formal Complaints – Staff	0	1	1
Follow up questionnaires returned	2	2	1