



Rotherham Opportunities College Compliments Policy



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Purpose

The purpose of this policy is to provide a clear and accessible process for receiving, recording, and acknowledging compliments from students, parents/carers, staff, and the wider community. We recognise that compliments are a valuable form of feedback that highlight good practice, celebrate individual and team success, and help to maintain a positive, inclusive college culture.

Scope

This policy applies to all members of the college community, including:

- Students
- Parents and carers
- Teaching and support staff
- Therapists
- Agency staff
- Visitors and external partners

Definition of a Compliment

A compliment is defined as any expression of praise, satisfaction, or appreciation about a member of staff, a student, a team, a service, or the college as a whole. Compliments may be verbal or written and can be received via:

- Email or letters
- Verbal communication
- Social media (where appropriate)
- Feedback forms or surveys
- Online platforms used by the college

Why Compliments Matter

- They promote a culture of appreciation and respect
- They reinforce professional standards and good practice
- They boost morale and motivation
- They help identify what is working well, which supports continuous improvement

How Compliments Are Handled

All compliments will be:

- Recorded by the appropriate staff member or office (e.g. Reception, HR)
- Shared with the individual(s) or team concerned
- Acknowledged formally, where appropriate (e.g. certificate, thank-you email, mention in college newsletter or meeting)
- Reviewed as part of the college's quality assurance process

Giving a Compliment

Members of the college community are encouraged to share compliments using any of the following:



- Speaking to a member of staff
- Emailing staff member(s)
- Speaking to a member of the senior leadership team
- Sharing compliments in college meetings

Monitoring and Reporting

Compliments will be reviewed termly by the Senior Leadership Team to:

- Identify recurring themes and strengths
- Inform staff development and recognition
- Highlight areas of excellence in reports to the governance board

Confidentiality and Consent

Compliments that include personal information will be handled in line with our Data Protection Policy. We will seek consent before sharing individual names or publishing compliments publicly.