



ESTAR

ELITE SKILLS, TRAINING
& RECRUITMENT

CP-021

Compliments Policy

REV: 00

Address: 4 Westway, Westway House, Blaydon on Tyne, NE21 4EE

Policy Owner: Board of Directors

Applies to: All learners, apprentices, staff, employers and stakeholders

Review Frequency: Annual

1. Purpose

ESTAR Education is committed to recognising and promoting **positive feedback, success and good practice** across all areas of its provision.

This policy sets out how ESTAR:

- receives and records compliments;
 - uses positive feedback to improve quality; and
 - recognises excellence in staff, delivery and learner experience.
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2. Definition of a Compliment

A compliment is:

Positive feedback that recognises good service, support, delivery, behaviour or outcomes.

This may relate to:

- teaching and learning
 - staff support
 - learner experience
 - employer engagement
 - facilities or environment
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3. Scope

This policy applies to compliments received from:

- learners and apprentices
- employers
- staff and associates
- external stakeholders
- members of the public

Across:

- centre-based delivery

- workplace environments
 - online learning
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4. How Compliments Can Be Submitted

Compliments can be received via:

- verbal feedback to staff
- email communication
- learner reviews and progress sessions
- surveys and feedback forms
- employer communication
- ESTAR website (where applicable)

All staff are responsible for capturing compliments they receive.

5. Recording Compliments

ESTAR will:

- record compliments in a central system or log;
 - ensure feedback is attributed where possible;
 - identify themes and trends;
 - link compliments to specific areas of delivery or staff.
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6. Use of Compliments

Compliments are used to:

- recognise and celebrate good practice;
 - inform quality improvement activities;
 - support staff development and appraisal;
 - contribute to Self-Assessment Reports (SAR);
 - support Quality Improvement Plans (QIP);
 - evidence positive impact to employers and stakeholders.
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7. Recognition and Celebration

ESTAR promotes a culture of recognition by:

- sharing positive feedback with staff;
- highlighting success in team meetings;
- recognising excellence in delivery;
- using feedback to reinforce high standards.

8. Relationship to Complaints

Compliments are reviewed alongside complaints to:

- provide a balanced view of performance;
- identify strengths and areas for improvement;
- support continuous improvement across the organisation.

9. Communication to Learners and Employers

Learners and employers are informed that they can provide compliments through:

- induction
- learner handbook
- tutor reviews
- surveys and feedback opportunities
- direct communication with staff

ESTAR actively encourages positive feedback as part of its learner voice strategy.

10. Monitoring and Review

ESTAR monitors:

- volume and themes of compliments;
- areas of high performance;
- links between compliments and outcomes.

This policy is reviewed annually.

Date of last Review	Print Name	Position
02/02/2026	Keiran Casey	Chief Executive Officer

	Darren Beach	Quality Manager
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11. Related Policies

- Complaints Policy
- Quality Assurance Policy
- Safeguarding Policy
- Learner Voice Strategy