St Padarn's Institute Feedback Policy

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Document History

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1		Gareth Longden, Registrar	First draft

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1. Contents of Policy

2. Introduction

At St Padarn's we seek to continually improve the quality of all aspects of the Institute to fulfil its aim of being a community of formation for mission for the Church in Wales. It is recognised that feedback from people connected to St Padarn's – be that as a disciple, learner, candidate, facilitator, staff member, or Bishop – can assist in the process of improving the quality of our work and the experience of those who work with us.

Feedback can be used to:
- Enhance formation for our candidates
- Enhance academic standards
- Enhance people's experience of interaction with St Padarn's
- Enhance the efficiency of our systems
- Enhance the environments within which we work and study
- Enhance student engagement
- Enhance staff development
- Enhance the governance and management of St Padarn's

To this end we are committed to:

- Collecting feedback – from all those who are influenced by, or who influence, St Padarn's, in a manner which is sensitive, practical, and appropriate.
- Evaluating feedback – continually assessing how we can change and improve.
- Acting on feedback – to respond in ways that will instigate positive change.

- Embedding the principle of feedback – to ensure that feedback is central to all that we do and that we engage with feedback both individually and collectively.
- Communicate what changes we have made as a result of assessing feedback.

3. Gathering Feedback

Feedback can be gathered both formally and informally and while feedback can serve specific operational purposes its function is always to enable us to do what we do better. Feedback can be gathered via specific collection exercises; informally through conversations; via feedback@stpadarns.ac.uk or through minuted items at meetings.

4. Responding to Feedback

Each area within St Padarn's will collect feedback, evaluate that feedback, and respond to the feedback. The response will be disseminated to the constituency that has generated the feedback; across St Padarn's both horizontally and vertically including the Principal, the Quality & Standards Advisory Panel and, where appropriate, to our institutional partners.

5. Policy Approval and Review

5.1 This policy as well as all other policies, procedure, and guidance documents relating to St Padarn's, will be available to all, monitored regularly and reviewed and evaluated periodically.

5.2 The Director of Operations has overall responsibility for this policy.

5.3 This document can be found in the learner area on the St Padarn's Moodle VLE (Virtual Learning Environment) and on the SPI website: www.stpadarns.ac.uk .

5.4 Every effort will be made to respond to any request to provide this policy in a different format.

5.5 This policy will be included in staff induction.