

SPI Feedback Policy



ATHROFA PADARN SANT
ST PADARN'S INSTITUTE

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1		Gareth Longden, Registrar	First draft
2	Sept 22	Kathryn Delderfield	Minor updates
3	Sept 25	Kathryn Delderfield	Changes to where feedback is reviewed

SPI Feedback Policy

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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
- Help meet our strategic aims

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.
- Consideration of 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. Collecting 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; student consultative committees; informally through conversations; via feedback@stpadarns.ac.uk or through minuted items at meetings. Each programme at St Padarn's will collect feedback. Feedback will also be collected via whole learner body surveys, as well as external surveys by validating partners and HESA.

4. Consideration of Feedback

Feedback will comprise both positive experiences and areas for development. Where feedback relates to programme specific matters these will usually be addressed by the Programme Leader in consultation with staff involved. Actions arising from feedback will be recorded, tracked and monitored at the Academic or Formation and Ministry Boards, depending on whether the actions relate to accredited or non-accredited programmes. Feedback relating to another area will be passed onto the person responsible for that area. Feedback regarding practical aspects of the student experience such as catering will be passed to the Logistics Group and then reported to the Quality and Standards Panel through the Operations Self-Assessment Report. Feedback which is institution wide will be passed onto the Principal.

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.