

## **Learner Feedback Policy**

### **Introduction**

Learner feedback and evaluation is important to improving the quality of our learning and teaching environment. Dyslexia Cornwall seeks feedback from learners in a variety of ways, for example, feedback forms at the end of sessions, follow up monitoring by phone and verbal feedback during sessions. It also receives feedback through the complaints mechanism.

Wherever possible Dyslexia Cornwall seeks to ensure that when feedback is secured from a sample of learners, such a sample includes learners from a diversity of backgrounds and experiences.

Dyslexia Cornwall seeks to make links between the different methods of obtaining feedback in order to maximise the usefulness of information received from learners to the programme teams. Dyslexia Cornwall will also seek to improve coordination of feedback and evaluation to ensure that comments on services and facilities are fed through to relevant individuals.

At the same time, Dyslexia Cornwall is concerned to maximise feedback to learners as well as from learners so that they are aware of the value of their feedback. By demonstrating that we are considering learners' views and reporting on action taken as a result of their feedback, we will emphasise to learners the importance of providing feedback.

### **The 'feedback loop'**

Dyslexia Cornwall seeks to ensure that the 'feedback loop' facilitates action arising from learner feedback. Information from the feedback provided by learners will be considered by tutors, project managers and reviewed by trustees. Appropriate action needs to be considered and recommendations will feed in to strategic planning processes at all levels.

Programme delivery teams are expected to report on information obtained from student feedback when they report back to project managers and/or trustees. This should be both reflective and evaluative, drawing on various sources of evidence e.g. student feedback through surveys, one to one comments, to inform future actions.

At least once a year a meeting of the trustees will consider learner feedback obtained from different sources in order to inform the organisation's future policies and procedures and appropriate actions will be included in any action plans.

An important feature of the feedback loop will be providing information to learners and staff on the action proposed and/or taken as a result of learner feedback.

### **Monitoring and review**

The Board of Trustees, will regularly review the operation of this policy and procedure.

**This policy and procedure has been approved and authorised by the Trustees of Dyslexia Cornwall.**

Signed:



Name: Barbara Hewett-Silk

Position: Chairperson

Date: 18<sup>th</sup> January 2020

Next review due: January 2021

