

Complaints Procedure

1. WHAT IS THE COMPLAINTS PROCEDURE?

The complaints procedure can be used by any student, parent, employer, member of staff, visitor or member of the community who is unhappy with any college service. Most complaints can be resolved at the first 'informal' stage of the procedure. If your complaint cannot be resolved at the informal stage, then there are up to two further 'formal' stages. The college is committed to achieving high standards of service and welcomes views on its services from its customers. These include both compliments and complaints.

2. WHAT DOES THE PROCEDURE COVER?

This procedure describes how the college will aim to respond to a complaint in order to resolve it to the satisfaction of the complainant, prevent recurrence and improve the quality of service. This procedure shall apply to complaints made by any student, parent, employer, member of staff, visitor or member of the community using or affected by the college's services or facilities. It covers all complaints unless your complaint is covered by its own special procedure; for example disciplinary matters and dealing with harassment and bullying. All comments, positive and negative are welcomed.

The reception points of each of our main college sites display customer comments cards inviting feedback, as well as forms for completion in the case of a formal complaint. The college's website also provides a complaints link on the home page www.wnc.ac.uk, under 'contact us'.

Complaints made via the college's social media channels will be dealt with in the same way as any other complaint.

3. IF I WANT TO MAKE A COMPLAINT WHERE SHOULD I GO FIRST?

The Informal Stage

This is stage one of the procedure. Many issues or problems can be resolved informally within teaching or corporate service areas through approaches to the member of staff involved, a supervisor or manager, via personal tutors and support teams such as learner advisers and learner coaches. The college encourages leadership at every level in the organisation, and empowers staff to take whatever action is appropriate within the scope of their responsibility to resolve concerns at this informal stage.

You should first approach the member of staff who seems best able to deal with the matter immediately. You can either speak to them or put your complaint in writing. If you are not sure who to complain to, ask your course tutor, or ask any of our customer services team. If your complaint is not about a course but about one of the support services (eg, catering, library, finance, student records etc) try to contact a member of staff from that department. Alternatively, contact the customer enquiries team, who will advise you how best to make your complaint. The Students' Union can also advise you about making a complaint.

The person you speak to will try and resolve matters informally. They will investigate your complaint, and then contact you again, usually within five working days, to see if a solution can be found. The college also encourages feedback from students via a number of mechanisms, including Learner Voice meetings, review and evaluation processes including service users, and structured surveys both cross college and

local to specific sites or areas. If you are a student you will find information on these processes in the student handbook and on the college's Student portal.

4. WHAT HAPPENS IF I AM NOT SATISFIED WITH THE OUTCOME OF THE INFORMAL STAGE?

If you are not satisfied with the outcome of the informal stage one of the complaint process you can take your complaint to stage two, which is the first 'formal' stage of the complaints procedure.

4.1. MAKING A FORMAL COMPLAINT

Complaint forms are available at all college receptions or via the college's website. You may contact or be directed to the customer enquiries team who will post or otherwise provide a complaints form for completion. Alternatively, a complaint can be received by letter or over the telephone. If taken over the telephone, a complaints form will be completed on your behalf by a member of the customer enquiries team. The college's website also provides a complaints link on the home page, to enable you to make a formal complaint on-line. The customer enquiries staff will provide guidance on how to complete the form if requested. If the complaint is by letter, the document will be attached to a complaints form for processing.

4.2. COLLEGE RESPONSE TO COMPLAINTS

On receipt of a formal complaint, the team leader for customer enquiries will:

- Acknowledge the complaint in writing within 2 working days;
- Take up the complaint with the manager responsible for the college provision, or
- Decide that the complaint is of a serious nature and forward it to an appropriate member of the college's executive team.

The manager or head of school or service, upon receipt of a written complaint form or letter, will:

- Provide a response to the team leader for customer services addressing the issue raised, within ten working days and provide a written response to the complainant in the same time frame.

5. WHAT HAPPENS IF I AM STILL NOT SATISFIED WITH THE OUTCOME OF STAGE TWO?

The complainant has the right to appeal against the formal stage two decision in writing, within 10 working days of receiving the original response letter. Appeals should be sent to the Director of Communication, Marketing & Learner Engagement. This is stage three of the procedure. Upon receipt of an appeal the Director of Communication, Marketing & Learner Engagement shall acknowledge the appeal within 2 working days. A formal response will be made within 15 working days that could in exceptional circumstances include a requirement for further investigation.

6. WHAT HAPPENS IF I AM STILL NOT SATISFIED WITH THE OUTCOME OF STAGE THREE?

The appeal is the final stage of college procedures. Should the complainant wish to pursue matters further they can make representation to external bodies, avenues of external recourse will be identified by the Director of Communication, Marketing and Learner Engagement when she responds to your appeal. .

7. TIME LIMITS

The college will endeavour to resolve complaints as quickly as possible and the time limits set out within this procedure offer a general indication of timescale. However it may not always be practicable to adhere

to a particular time scale e.g. because of holidays or illness or other intervening causes, in which case complainants will be given a written progress report and an estimate of the revised timescale.

8. RESPONSIBILITY FOR IMPLEMENTATION

The responsibility for implementing this procedure shall lie with the Director of Marketing, Communication & Learner Engagement. The customer relations manager shall ensure that students are made aware of this policy and procedure through a variety of promotional literature and methods.



COMPLAINT FORM

Number

Date

Please describe your complaint as fully as possible in the box below. Please include locations, dates and times of any incident, and names of people involved.

If there is not enough space, please continue on additional sheets and attach them to this document. (letters of complaint to be attached to this document)

Please write your details in BLOCK CAPITALS

Name:

Address:

Postcode:

Course:

Telephone:

Mobile:

Email:

Signature:

Date:

Thank you for taking the time and trouble to make your complaint. We will send you a written acknowledgement within 2 working days. An appropriate college manager will investigate the matters raised. A detailed response will be sent to you within 15 working days.

Received by:		Date:		No of sheets:	
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Please send or take this form to any college reception or post to Customer Enquiries Team, Vision West Nottinghamshire College, FREEPOST, Derby Road, Mansfield, Notts NG18 5BR