

How Are We Doing?

Complaints, Compliments & Suggestions

(This procedure does not apply for students on Higher Education Programmes)

1. Introduction

We aim to provide you with the best possible services and to put you first whether you are an applicant, a student, an ex-student, an apprenticeship employer, a parent or a member of the public using college services or visiting college premises.

If you are dissatisfied about anything we have done or if there is anything you feel we should have done but failed to do, please tell us. Unless you let us know we will not be able to put it right.

Because we care about you we aim to investigate effectively and fairly any complaint we receive. We will do our best to put right any mistakes we find and we will always tell you the result of our investigation.

When you contact us please indicate clearly how you hope to see the matter resolved and the outcome you would like. Keep a note of discussions you have at each stage with anyone involved and the dates on which they take place. Also, keep copies of relevant documents.

Note: A member of the Helpzone team can act as an advocate on behalf of students. If you need help in preparing your complaint or support during the process, do not hesitate to contact a member of the Helpzone team.

How Are We Doing? – Complaints

If you have a complaint, please make it in the following way:

Informal Route:

1. Discuss the matter with the person directly involved if you feel you can do so. It is always best to resolve matters informally if at all possible. It is important that you seek resolution as soon as is reasonably practicable, and normally within 20 working days of the occurrence of the problem. This increases the possibility of sorting out the problem quickly.

2. If it is not possible to do this, or if you are not satisfied with the outcome, then contact one of the following at the college who will do their utmost to help you resolve the problem:

- your course/personal tutor (for students)
- your Curriculum Head (for students)
- Assistant Principal (for students or members of the public)
- Student Support Team at Helpzone (for students or members of the public)
- Head of FE Quality (for students or members of the public)
- Head of Apprenticeship and Employer Engagement (for apprentices or apprenticeship employers)

Formal Route:

1. If you are still dissatisfied, then you can lodge a formal written complaint. You can complete our 'How Are We Doing?' form found at the end of this document. These are available from Helpzone, the Learning Resource Centre (LRC), department offices and reception. If you need help in filling this form out then please contact a member of the Helpzone team. Return your completed form to any of the named places, or send by post to the Quality Office (address listed on the form).

2. In the interests of sustainability we request that, where possible, you use our [online version of the form](#) to avoid excessive printing. This will be directly submitted to the Quality office.

3. A complaint can be raised by the individual concerned or by someone acting on their behalf with their express written consent, or by a group of individuals.

Complaints cannot be anonymous but we will always treat them with appropriate sensitivity; information will only be disclosed to those who need to see it for the purposes of dealing with your complaint.

4. On receipt, the quality office or the senior leader involved will acknowledge your complaint within 5 working days. An appropriate member of staff will investigate and endeavour to report back within 10 working days. If a full response is not possible within the time, you will be told how your complaint is being handled.

5. If you would like to appeal the decision or are not satisfied with the outcome, please write within 5 working days directly to the Vice Principal (Curriculum, Performance & Quality) who will provide a response.

6. If you are still dissatisfied, you may appeal directly to the Principal. You will need to do this in writing.

The process flowchart can be found on the next page.

How Are We Doing? – Compliments & Suggestions

1. Compliments or suggestions can be made on the same official 'How Are We Doing?' form by ticking the form as appropriate. If you need help in filling this form out then please contact a member of the Helpzone team. Return your completed form to any of the named places, or send by post to the Quality Office (address listed on the form).

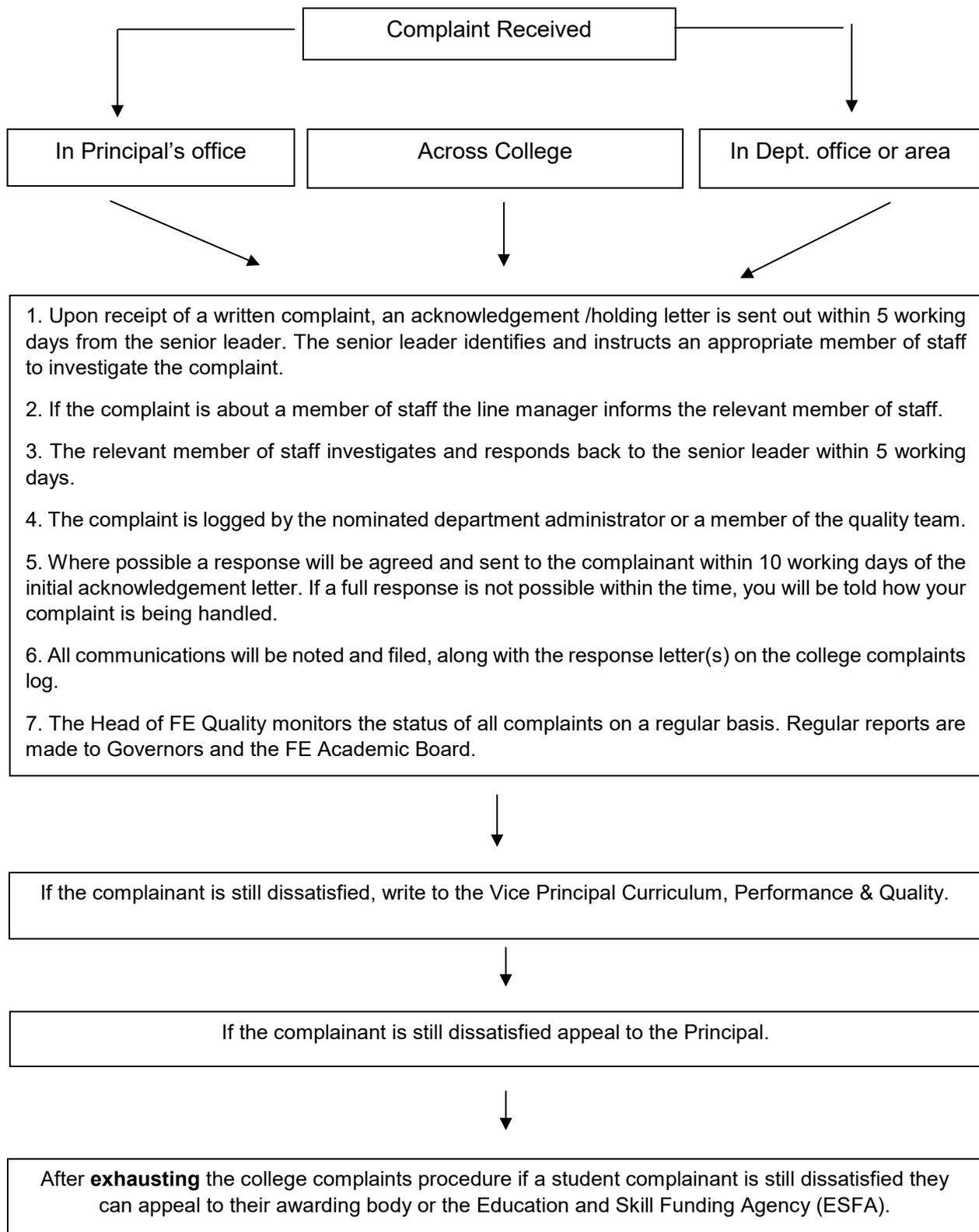
2. In the interests of sustainability we request that, where possible, you use our [online version of the form](#) to avoid excessive printing. This will be directly submitted to the Quality office.

3. Compliments will be logged for reference, with copies circulated to relevant staff and Heads affected by their content.

4. All compliments will be categorised and reported to the senior leadership team on a regular basis.

5. Compliments received on via email, text message or verbal will also be logged, analysed and disseminated in the same way.

Overview of FE College Complaint Procedure



How we will handle your complaint

- ❑ Upon receipt of a written complaint, an acknowledgement/holding letter is sent out within 5 working days from the Senior Manager. The Senior Manager identifies and instructs an appropriate member of staff to investigate the complaint.
- ❑ If the complaint is about a member of staff the line manager informs the relevant member of staff.
- ❑ The relevant member of staff investigates and responds back to the Senior Manager.
The complaint is logged by the nominated department administrator or a member of the quality team.
- ❑ **Where possible**, a response will be agreed and sent to you within 10 working days of the initial acknowledgement letter. If a full response is not possible within the time, you will be told how your complaint is being handled.
- ❑ All communications will be noted and filed, along with the response letter(s) on the internal college complaints log.
- ❑ The Quality Manager monitors the status of all complaints on a regular basis. Regular reports are made to Governors and the Academic Improvement and Development Board.

If you are still dissatisfied, you can then write to the Vice Principal Curriculum, Performance and Quality.

If the result is still unsatisfactory, you can appeal to the Principal.

After **fully exhausting** the College complaints procedure, if a student complainant is still dissatisfied they can appeal to their awarding body or the Education and Skill Funding Agency (ESFA).

For office use only

Date received:

Date acknowledgement sent:

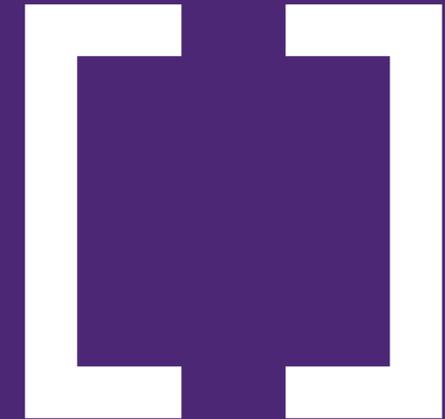
Action by date:

Owner:

 **South Devon College**

South Devon College
Long Road
Paignton
TQ4 7EJ

08000 380 123
southdevon.ac.uk



How are we doing?

Compliments, complaints and suggestions

South Devon College aims to provide the best possible services and to put you first.

Whatever your views on our performance, we want to hear what you have to say.

This form does not apply for students on Higher Education programmes

 **South Devon College**

