



Complaints Policy and Procedure

Date of Issue	Authorised by	Impact Assessed	Next Review Date
March 2011	College Leadership Group	March 2011	March 2012

Complaints Policy and Procedure

1. Why you should tell us if something has gone wrong....

- 1.1** West Herts College is committed to the continuous improvement of its services and to monitoring the standard of its provision. The College therefore, welcomes and encourages comments, observations and feedback about the quality of services from learners; parents/carers; employers; visitors and all other members of the community.
- 1.2** The College will treat all complaints seriously, fairly, efficiently and deal with them positively and with respect.
- 1.3** Many problems are resolved informally by talking to members of staff about the issue that has been raised. Student Support services are available to help students with these conversations if necessary.
- 1.4** Formal complaints are resolved through discussion between the College's Quality Manager and other relevant members of staff.

2. What to do if you want to tell us about something that has gone wrong....

- 2.1** A copy of this Policy and Procedure is available at reception points at all College campuses, on the College's website, and from the College's Quality Office upon request.
- 2.2** If you wish to complain you should complete the Complaints Form and return it to the College's Quality Manager. Alternatively, you can complain by other methods of communication on an agreed basis e.g. email; telephone; in person
- 2.3** If you need help to make a complaint, members of staff working in the College's Student Services team will be pleased to help you. You can speak to them by telephone, email or in person
- 2.4** On receipt of a complaint, the Quality Manager will:
 - Acknowledge your complaint by letter, or by other agreed methods of communications (e.g. email; telephone; in person)
 - Decide the most appropriate course of action to take in order to resolve the complaint promptly and efficiently

- Provide a response confirming the actions taken in writing, or by other agreed methods of communications (e.g. email; telephone; in person) within 10 working days

3. What to do if you are not happy with the actions taken following your complaint....

- 3.1.** If you are not satisfied with the actions taken following your complaint, you have the right to appeal to the Principal. You must appeal within 15 days of receiving notification of the actions taken in response to your complaint, clearly specifying your reasons for appeal. Appeals should be made in writing, or via other methods of agreed communications (e.g. email; telephone; in person)
- 3.2** Upon receipt of an Appeal the Principal will respond within 10 working days in writing, or via other methods of agreed communications (e.g. email; telephone; in person)
- 3.3** The decision of the Principal is final.
- 3.4** If you have fully exhausted the College's complaints procedure and remain dissatisfied with the outcome, you can appeal to the Skills Funding Agency. A copy of their policy is available from the College's Quality Office upon request.

4. What records will the College keep....

- 4.1** All records of complaints are kept confidentially for a minimum of three years
- 4.2** The Director of Quality & Innovation, will ensure that a summary confirming the nature of complaints are reported to the College's Leadership Group and Members of the College's Corporation on a regular basis

5. How will the College monitor complaints.....

- 5.1** The College is committed to ensuring improved access to all customers. To that end, the College monitors complaints in terms of race, gender and disability. In addition, to extend meaningful analysis to other groups of people, the College actively promotes and encourages a culture of disclosure.

6. How will the College make improvements following your complaint....

- 6.1** The College will provide training and development or adapt working practices, as appropriate, in order to learn from complaints and to improve the quality of College services.

Complaints Form

Please return to:
 Quality Manager
 West Herts College
 Watford Campus
 Watford
 Herts, WD17 3EZ

Name:					Course: (If applicable)			
Address:					Campus: (If applicable)			
Contact Tele No:								
Please tick	Student		Parent/Carer of Student		Employer		Visitor	

Details of Complaint (please continue on a separate page if needed):

Signed:

Date: