



Complaints Procedure

November 2011

Agreed by SLT

Review Date
November 2013

Complaints Procedure

The College aims to provide all its students and clients with a high quality service. However, from time to time problems do occur. You have the right to pursue the resolution of any difficulties and the College will undertake to respond to your complaint with care and concern.

Customer Complaint/Praise/Suggest forms are available in the Learning Resource Centre, Reception and Student Services.

Making a complaint

Stage 1

Initially problems should be discussed with a member of the teaching staff such as your course tutor. If you wish the complaint to be logged, it will be recorded at this point.

If this discussion does not resolve the matter, or if it is not appropriate, then the complaint should be made to the person responsible for the particular area or service.

Stage 2

For complaints about courses and teaching, write to or contact the Head of Faculty. For non-curriculum complaints about the College and its services, write to or contact the relevant Business Support Manager. Student Services can give you the contact details.

If the matter is not resolved by the first two stages, a formal written complaint should be made to the Vice Principal – Curriculum & Quality (see stage 3).

Stage 3

Complaints must be made in writing and submitted to the Vice Principal – Curriculum & Quality, either by post or delivered by hand to the site reception, or by email. Again contact details are available from Reception or Student Services.

A fair and confidential investigation will be carried out and a full, impartial and reasoned reply will be provided to the complainant.

Response to complaints

In response to complaints the College will:

- Make an initial response to you within five working days, indicating the person with whom further contact can be made.
- Research the circumstances/details of the matter and provide a full response, including, where appropriate, explanation and details of any action taken usually within fifteen working days. If the matter cannot be resolved within this timeframe the complainant will be kept informed of progress.
- Log and track all complaints for Quality Assurance purposes.

The College is committed to ensuring no unfair treatment as a result of making the complaint.

Complaints about results

Complaints about your course grades and other internal assessments are dealt with via the Student Appeals Procedure. A copy of the procedure is available from Student Services and it is detailed in your Course Handbook with the College's Assessment Policy.

If your complaint is about external assessments, your tutor will contact the relevant awarding body on your behalf.

Appeals

In the event that your complaint is not handled to your satisfaction you may appeal, in writing, to the Principal of Bexley College, at the College's Tower Road site within 10 working days of the date of the response letter (stage 3), giving the grounds and brief particulars of the appeal. An acknowledgement of the appeal will be sent to the complainant on receipt and a response to the appeal will be made within 10 working days. If the matter cannot be resolved within this timeframe the complainant will be kept informed of progress.

If you are still not satisfied

If the College's complaints procedure has been exhausted and you are still dissatisfied the Skills Funding Agency, Young People's Learning Agency and QAA (for Higher Education programmes) have their own complaints procedures, which review the processes the College has gone through when dealing with your complaint. Contact details are as follows;

Skills Funding Agency, Senior Account Director, Department for Business, Innovation and Skills Building, 1 Victoria Street, London, SW1H 0ET.

<http://readingroom.lsc.gov.uk/SFA/procedureComplaints-providers-042010-v1-1.pdf>

Complaints Manager, Shared Legal and Complaints Service, Young People's Learning Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT.

<http://www.ypla.gov.uk/aboutus/contactus/complaints/>

Procedures for complaints relating to Higher Education funded provision procedures are available from <http://www.qaa.ac.uk/complaints/default.asp>



BEXLEY COLLEGE

COMPLAINT DETAILS – STAGE 3

Please ensure a copy of this form is sent directly to the PA to Vice Principal Curriculum & Quality at Tower Road.

Customer Complaint Form

Copies are available on the staff/student intranet, LRC, Student Services and Reception areas at Tower Road and Holly Hill

Complaint Details – Stage 3		
Name of complainant:		
Department/Subject Area		
Course:		
Brief Details of the Complaint:		
Continue overleaf)		
Date received:		
For investigation - Passed to:		Date:
Date Complaint Acknowledged:		
Action to be taken:		
Summary of College Response and Action		
Date Response sent		
Resolved	Yes / No	Date:
If no, what further action is required:		