

Stanmore College Further Education Corporation Complaints Policy & Procedure

Stanmore College Further Education Corporation (SCFEC) welcomes complaints because...

- They turn dissatisfied customers into satisfied ones
- They indicate areas for improvement
- They can improve student retention & achievement

All staff are made aware of the following procedures and will assist students/customers in the process as much as possible.

Complaints Procedure

1. Before a formal procedure is invoked a student/customer may receive immediate satisfaction from an appropriate member of staff such as their tutor or a member of the reception staff. It may be clear at this point that there should be no need for further action.
2. If a student/customer is not satisfied by this initial response then they will be asked to put their concern in writing either on a complaint form, available from Reception, our website or the intranet, in a letter or by email. Letters should be addressed to the Complaints Co-ordinator and emails to complaints-co-ordinator@stanmore.ac.uk.
3. In respect of complaints regarding academic issues these will be forwarded to the Vice Principal Curriculum.
4. If any member of staff receives a written complaint, it should be forwarded to the Complaints Co-ordinator (Executive Assistant to the Principal)
5. All complaints will be logged centrally within the Quality Department for monitoring purposes.
6. The Complaints Box is located at Reception and staff in the Quality Department will check this daily. Once logged, the forms will be circulated to the appropriate manager for action.
7. Within 3 working days of receipt of a written complaint the Complaints Co-ordinator will send a letter of acknowledgement

8. Each complaint will be fully and fairly investigated and if this takes longer than 10 working days the complainant must be informed of the progress that has been made.
9. If a complainant is not satisfied with the outcome of the investigation he/she can make a written appeal to the Principal, SCFEC.
10. If a student feels that they still have not received fair treatment they will be informed of the options that are available to them external to SCFEC.
11. Informal complaints – where an issue is raised with a member of staff by a student/customer, that does not result in a formal written complaint, the details should be recorded on the informal complaints form found on the college intranet under comments, compliments and complaints.

Confidentiality

Student/customer wishes in this respect will be respected and only those staff directly involved will be aware of the nature of complaint. Students will not be treated adversely for having complained - rather their complaint will be dealt with positively.

Record Keeping

Only those staff directly involved will be aware of the details of a complaint and the paperwork will be held securely at a central location. Statistics on complaints will be logged centrally without identifying individuals and this information will be made available to managers to enable them to review and improve our services to students/customers.

Assistance to students

All students will be made aware that lecturers, support staff and managers are all available to offer assistance to students when using the complaints procedure.

If any member of staff receives a verbal complaint and cannot directly give assistance, they will ensure that the complainant is put in touch with someone who will be able to help.