

Complaints & Compliments Policy and Procedure

For the attention of: All Staff
Produced by: Deputy Principal of Curriculum & Quality
Approved by: SMT
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**EAST
BERKSHIRE
COLLEGE**



Our Mission

To provide opportunities for all our learners to thrive and achieve in life and work.

Our Values

- We will make respect our Golden Rule
- We will try to stand out in everything we do
- We will not be afraid to innovate even if we risk failure
- We will learn something new every day
- We will persevere until we get it right
- We will celebrate our achievements
- We will champion our students
- We will always have high expectations
- We will be responsive and enterprising
- We will work together and in partnership with our communities and businesses
- We will never forget that we are accountable to the students, communities and businesses that we serve
- We will be responsible stewards of public money

Complaints & Compliments Policy and Procedure

Have your say...

We want the services we provide to be the best possible and that is why your feedback is important to us.

You may feel unhappy with the service you receive or may want to make a suggestion that helps us improve.

We also hope that there are times when we do something well.

What is a complaint?

If you are dissatisfied with the way you have been treated then talk to our staff. If you are still not satisfied, you are encouraged to let us know through our complaints process. We can learn valuable lessons from complaints - your complaint may well improve things for everyone.

What is a compliment?

We would like to know when you have been impressed or pleased with our service. We can use these examples to share best practice. In addition, compliments can help boost morale.

What is the procedure for complaints?

Stage 1 - Informal

It may be clear to you that your complaint could be dealt with on the spot by an obvious person – in which case by all means seek immediate help. You can do so locally in your school with a teacher or manager. If you are satisfied with the outcome then we hope that there is no need for any further action.

Stage 2 - Formal

In cases where an immediate course of action is not apparent, or if you are not satisfied with the outcomes of your initial complaint, then please

complete a complaint form. These forms are available from each Campus Reception, on our website at www.eastberks.ac.uk or write to Virginia Barrett Deputy Principal Curriculum & Quality at East Berkshire College, Station Road, Langley, Berkshire, SL3 8BY.

What will happen in response to your complaints?

You will receive an acknowledgement from the College within three working days of receipt of your complaint.

Your complaint will be fully and fairly investigated and if this takes longer than two weeks you will be informed of progress. In the majority of cases you will have received notification of the outcome of the investigation and resulting action or proposed remedy within two weeks of receipt of your complaint.

What to do if you are not satisfied with the outcome?

When you receive notification of the outcome, the letter will include a Response Form that will allow you to state whether or not you are satisfied with the outcome. The Deputy Principal Curriculum & Quality will respond directly to you if you are not satisfied.

What if you want your complaint kept confidential?

Your wishes in this regard will be respected and only those directly involved would normally be aware of the details of your complaint.

You will not be treated adversely because you have complained - on the contrary, your complaint will be dealt with positively and with respect.

Will any record of the complaint be kept or given to anyone else?

The details of your complaints will only be known to those directly involved but all complaints are logged and the information is provided to relevant key managers in order to improve our performance on a continuing basis.

Can you obtain help in making your complaint?

Yes – lecturers and tutors will be pleased to offer whatever assistance you may need.

We hope that this will make it easy for you to complain, if you need to, and that you will feel confident that your complaint will be dealt with promptly and fairly.

What else do you need to know?

Regrettably the College is not able to investigate anonymous complaints.

A member of the general public may make a complaint.

Prospective students wishing to appeal about an application decision should use the College's Admission Policy.

What else do you need to know: Higher Education Students

As a result of an amendment to the Consumer Rights Bill which received Royal Assent in March 2015, from 1st September 2015 HE students have the right to appeal to the Office of the Independent Adjudicator for Higher Education (the OIA). Therefore if you are not satisfied with the College's final decision and would like the OIA to review your complaint, you should complete an OIA [complaint form](#). You can also contact them by email, post or telephone and they will send you a form.

OIA contact details:

Address: Abbey Gate, 57-75 Kings Road, Reading, Berkshire, RG1 3AB

Telephone: 01189 599813

Website: www.oiahe.org.uk

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Please write to:

Virginia Barrett
Deputy Principal Curriculum & Quality
East Berkshire College
Station Road
Langley
Berkshire
SL3 8BY



Telephone: 01753 793000
Email: info@eastberks.ac.uk
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