

Complaints Form P103 Appendix C1



If you have a complaint that we have been unable to resolve informally, please use this sheet or a photocopy of it to provide the College with the necessary information. This will then enable us to carry out a full investigation on your behalf, which may result in potentially improving our processes and procedures for the future. The College takes all complaints very seriously and so we ask you to provide us with as much information as you can and if possible, provide us with copies of any documentary evidence you may have which relates to your complaint. When you have completed the form, please seal it in an envelope and either post it to the college, or hand it in to a member of staff on reception.

Date May we contact you at work: Yes/No

Name

Address.....

.....Postcode.....

Tel (home) Tel (work).....

Please state course if appropriate.....

Nature of complaint

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Signed

Complaints

“An Opportunity for Improvement”

A guide to the College Complaints Procedure

Privacy Notice
This information will be used for the purposes of investigating your complaint. Wherever possible, we try to maintain the anonymity of the sender of a formal complaint but this is not possible in all cases. During the course of our investigation, we may share this information with the individuals interviewed as part of our investigation. The outcome of complaints will be summarised in reports that we will use to improve our services. A copy of our Data Protection Policy is available from Reception.

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A guide to the College Complaints Procedure

The purpose of this leaflet is to describe the way in which the College handles complaints about any aspect of its activities.

Introduction

The College welcomes feedback from all its learners at any time so we are able to identify problems and improve the quality of service we provide. The aim of our procedure is to ensure a speedy resolution to the problem raised and where necessary, make changes for the benefit of all our learners.

To help you resolve any difficulties you may have concerning your course, college facilities or college administration, a simple three-step process is used.

What should I do if I am dissatisfied?

Step 1 – Initially, you should try to resolve the problem informally with the person/Faculty concerned. Ask them for an appointment for a confidential interview so you can discuss your concerns privately. Make sure that you cover all of your points with them and if possible, agree a resolution to your problem.

Step 2 – If, after following step 1 of the procedure you are unable to agree a satisfactory resolution to the problems raised, you can contact the Faculty Manager and arrange an appointment to discuss the issues. An appointment should be arranged within ten working days of your request being received. If you are still unable to agree a solution to the issues raised you should invoke the formal complaints procedure.

Step 3 – Formal Complaints Procedure

The College's formal complaints procedure requires the complaint to be put in writing; a form for this purpose is included within this leaflet.

If you require help in completing the form, please do not hesitate to contact our Information Centre who will arrange for a member of staff to listen to your concerns and put them in writing on your behalf. The written complaint must be signed by you to confirm the accuracy of the content and that the content covers all the points you wish to raise. It is not absolutely essential that you use this form but please ensure that all relevant information is included in any letter you provide.

The written complaint should be forwarded to the Director of Quality.

When we receive your complaint, you will receive an acknowledgement letter indicating a date by which you may expect a formal response to your complaint from the Director of Quality. This will be no more than 15 working days from the date of receipt of your written complaint.

Following an investigation, you will receive a response from the Director of Quality. This will provide a detailed breakdown for each point raised and will explain the reason for the point being upheld or rejected and what changes, if any, are to be made.

Note

We understand that in some circumstances, it may not be possible for you to follow these steps in the order given and if necessary, you may start the process directly at either step 2 or step 3.