



**WOLC**  
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## COMPLIMENTS, CONCERNS, COMPLAINTS POLICY

This policy is available on-line at: [www.wolc.org.uk](http://www.wolc.org.uk)

- We will consider any request for this policy to be made available in an alternative format or language. Please contact Student Services
- We review our policies regularly to update them and to ensure that they are accessible and fair to all. We welcome suggestions for improving the accessibility or fairness of this policy.

Approved by:	Version:	Issue Date:	Review Date:	Contact Person:
Board	v.0.01	SEP, 2012	SEP, 2013	General Manager

**Review:**



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## **Policy Statement**

WOLC is committed to providing a quality service to its students and stakeholders. To do this, we need to constantly look for ways of improving how we work. Students and stakeholders are in the best position to judge how we are doing and we welcome feedback from them.

Every complaint received is recorded and acted upon. Very often, we can resolve a complaint immediately. If not, we will investigate the complaint fairly and fully and deal with it quickly and confidentially.

We are also pleased to receive letters of praise for our staff, and for the service that we provide.

## **Scope**

- To provide an open and accessible way for students and stakeholders to raise issues
- To respond to complaints in a professional, courteous and timely fashion
- To encourage students to practice the skills of choice and control
- To continuously improve the services offered by our College

## **Legislative framework**

- statutory guidance

## **Related policies/documents**

- Appeals Policy
- Data protection

## **COMPLAINTS PROCEDURE**



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### **Who is it for?**

The College Compliments, Concerns and Complaints Procedure is for the use of students, parents or carers complaining on behalf of students under 18 years of age, clients using our facilities, visitors, local residents, employers and members of the local community.

### **Informal Resolution of Concerns**

If you are studying at the College and have a concern connected with your course, please speak to one of the following: the person directly involved

- your student representative
- your lecturer
- your personal tutor or course leader
- Academic manager

If you are not studying at the College, or if you are studying here but the issue is not connected with your course,

Please speak to General Manager or any other member of staff will be able to point you in the right direction and every effort will be made to resolve your concern at this informal stage.

### **Formal Stage 1**

If your concern has not been resolved informally you may decide to make a formal complaint.

Complaint forms are available at Reception desks or on the college website and should be posted or handed in at Reception marked for the attention of the Quality Office. You may also write directly to the Senior Quality Administrator or e-mail to [feedback@wolc.org.uk](mailto:feedback@wolc.org.uk).

If you are a student at the College you may wish to seek the help of the Quality Office, student Services or your Personal Tutor when making a formal complaint.



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The form should be completed as fully as possible and it is especially important that you tell us what your desired outcome would be.

The Quality Office will acknowledge your complaint within 3 working days of its receipt and arrange for an investigation to be carried out.

Your complaint will be investigated by the manager responsible for the course or service about which you are complaining. If the manager is the subject of your complaint an independent investigating officer will be allocated. During this stage we may need to contact you for further information.

You will receive a written response from the investigating manager within 10 working days of the acknowledgement advising you of the outcome of the investigation. Should we think the investigation will take longer than 10 working days the investigating manager will inform you. This may occur in complex cases or during holiday periods.

### **Formal Stage 2**

If you are not satisfied with the written response you have received at Formal Stage 1 you should contact the Senior Quality Administrator within 3 working days to request that your complaint is progressed to Stage 2 of the Complaints Procedure. You will need to tell us why you are not satisfied with the outcome at Stage 1.

The Senior Quality Administrator will acknowledge your application to Stage 2 within 2 working days and will arrange for your complaint to be reviewed by a delegated senior manager.

You will receive a written response to a Stage 2 Complaint within 10 working days of its acknowledgement.

This will draw the procedure to a close.

Please note the college reserves the right to take action against those making fictitious, vexatious or malicious complaints.



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If you are not satisfied after Stage 2 you are able to refer your complaint to the Skills Funding Agency or any other relevant organisation in order to make a complaint about the college. A copy of the Skills Funding Agency policy is available at

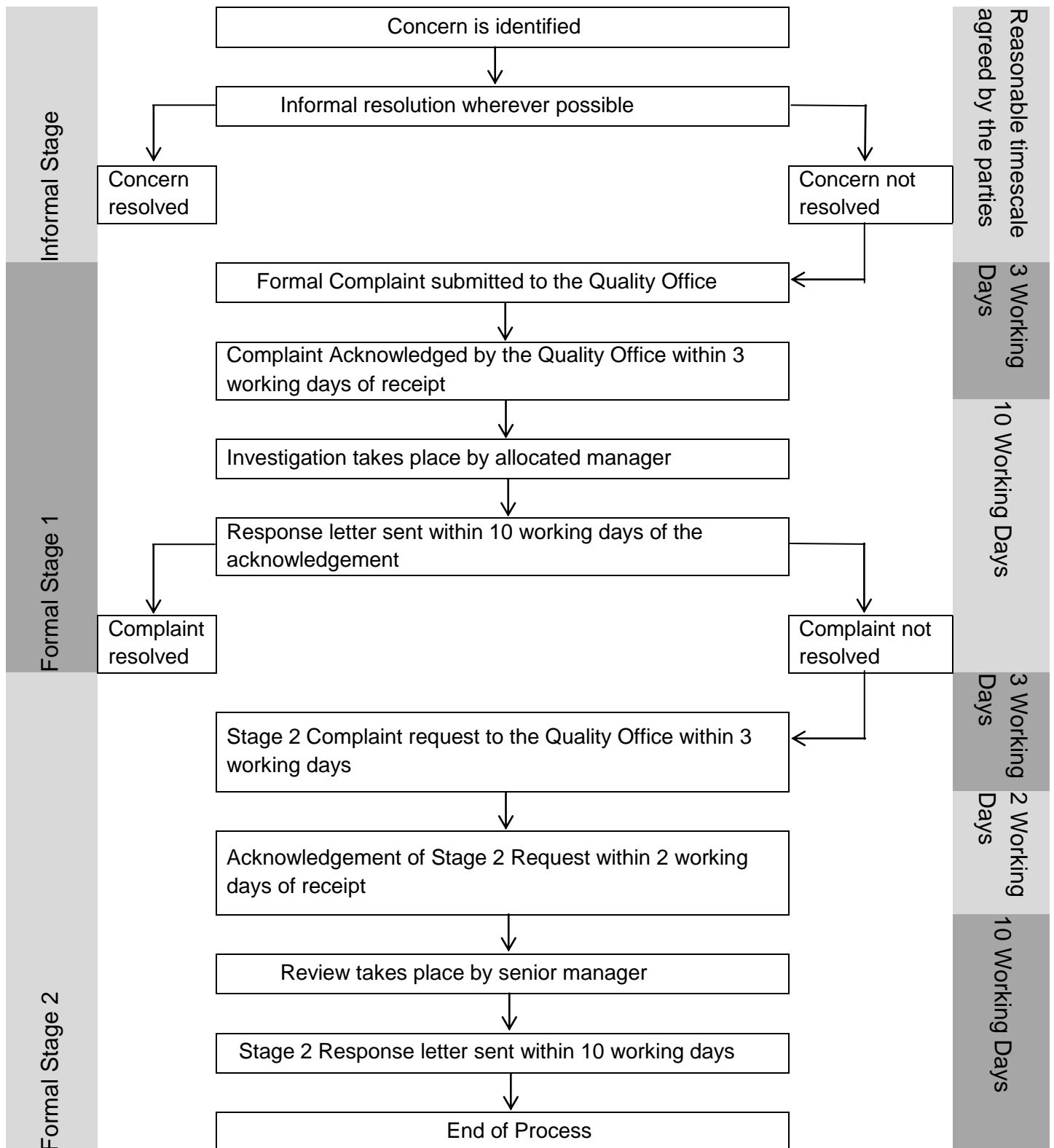
<http://skillsfundingagency.bis.gov.uk/aboutus/contactus/complaints/> or from the Quality Office and all college receptions on request.

### **Compliments Procedure**

We always strive to get it right and delight our students and customers. If you would like to give us a compliment please send an email, a letter or a Compliment & Complaint form to the Quality Office and we'll make sure it is recorded and sent to the right person.



## Concerns and Complaints Procedure Flow Chart



## **Complaints Procedure Guidance for Investigating Managers**

### **Informal Stage – Concerns**

In the course of your daily duties you may come across informal concerns expressed to you by students, visitors or other stakeholders. It is desirable that all concerns are resolved informally at this stage.

We suggest you keep a brief record of concerns you deal with in case a formal complaint arises from it in the future.

### **Formal Stage 1 – Complaints**

A concern or complaint becomes formal when it is submitted to the Quality Office. The Quality Office will acknowledge the complaint within 3 working days of receipt and an investigating manager will be allocated.

As investigating manager you will gather relevant evidence and information relating to the complaint, including if necessary speaking to staff, students or other parties.

You should complete the investigation and report your findings to the complainant and the Quality Office within 10 working days from the day the complaint was sent to you.

If you believe the investigation will take longer than 10 working days you must inform the complainant and Quality Office when you expect the investigation and report to be completed.

You must also inform the Quality Office of the date the complaint was closed and whether it was upheld or not

- A complaint which is upheld is when you feel the complainant is justified in making the complaint.
- A complaint is closed when all the actions pertaining to it have been completed.

If the complainant decides they are dissatisfied with your response, the complaint will pass to Formal Stage 2.



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## COMPLIMENT & COMPLAINT FORM

This form should be fully completed and either handed into college reception area or posted to:

**The Senior Quality Administrator, 4 Lincoln court, Lincoln Road, Peterborough, PE1 2PR**

### Informal resolution of concerns

Please name any member of staff you have spoken to about your concerns before making this formal complaint.	
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### About You /Your Contact Details (Please help us by PRINTING all details)

<b>Name:</b>	<b>Address:</b>
<b>Email:</b>	
<b>Telephone:</b>	
<b>Mobile:</b>	<b>Post Code:</b>

### About Your Compliment/Complaint

Please write here the details of your compliment/complaint
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Please continue on the reverse of this form if necessary





**Details of compliment/complaint – Continuation Sheet**

**What outcome would you like to resolve the complaint (This must be completed)**

<b>Signature:</b>		<b>Date:</b>	
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For Office Use Only

	Ref No.	Received	Ack, log and File	Sent to Mgr	Manager	Upheld	Closed	Reported
	<i>Date/Initials</i>	<i>Date/Initials</i>	<i>Date/Initials</i>	<i>Date/Initials</i>	<i>Name</i>	<i>Y/N</i>	<i>Date/Init</i>	<i>Date/Initl</i>
Stage 1								
Stage 2								