

COMPLAINTS PROCEDURE

Introduction and Purpose

City College Peterborough defines a complaint as any expression of dissatisfaction that relates to the organization and is committed to providing a quality service to all customers. We strive to constantly improve in order to be the best we possibly can be and one way of doing this is to listen and respond to the views of all of our service users and stakeholders.

We aim to achieve the above by:

- making the process for raising a complaint as easy as possible
- dealing with complaints promptly and politely
- keeping you informed about the progress of your complaint
- analysing and reporting on all the feedback we receive in order to learn from mistakes and adjust the way we do things as applicable.

This procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible, resolved to the satisfaction of the complainant.

Scope

This procedure covers all of the various services offered by City College Peterborough including but not limited to:

- the College itself (its courses, literature, customer service, facilities, qualifications etc.)
- Day Opportunities
- our Rooming service
- the Coffee Shop.

Ways in which you can make a complaint

There are several ways in which feedback can be given (please note that feedback refers to compliments as well as complaints):

1. verbally, by telling somebody who works at the College that you wish to make a complaint
2. by completing a Feedback Form (a copy has been provided at the back of this document and handing it to any member of staff

3. by telephone
4. in writing by email or letter
5. by completing the 'say it now' online form on the college website (student information – have your say – say it now)
6. contacting the awarding organisation/regulatory body should your complaint be about a qualification that you would like escalated.

In raising a formal complaint, we ask that you:

1. make your complaint as soon as possible after the dissatisfaction you have experienced and wherever possible within six weeks
2. explain the problem or experience as clearly and as fully as you can, including details of any action taken to date
3. include your name and contact details as anonymous complaints will not be considered unless there are exceptional and evidence-based reasons to do so
4. address any complaints in writing or by email to the Quality department. The email address is admin@citycollegepeterborough.ac.uk. All complaints are handled by the Quality department, even those addressed to a named individual. This is done to ensure that you get a quick and consistent response.

Our commitment to you

- We will acknowledge all complaints promptly and within five working days of receiving them.
- We will deal reasonably and sensitively with any complaint received.
- We will take action where appropriate and keep you informed about the progress of any investigation or general fact-finding as well as the final outcome.
- Every attempt will be made to ensure confidentiality. Where it is not felt to be possible, this will be explained to the person making the complaint.

Upon receiving a complaint, the Quality Team will:

- give acknowledgement of the feedback and respond within five working days (of receipt)
- aim to resolve the complaint within 10 working days. If this cannot be achieved, we will ensure that the complainant is informed and kept up to date with progress
- liaise with the appropriate department to establish any background facts and to seek a resolution that will be satisfactory to you
- keep copies of all correspondence, notes of meeting and any other relevant records
- escalate the complaint to the Principal if unable to resolve it satisfactorily

- immediately pass the complaint to the appropriate Leadership Team member / Principal in the event that there is any HR implication or issue regarding the member of staff involved including their seniority within the organisation
- provide quarterly analysis of feedback trends and patterns, making recommendations for further action as appropriate. This will take the form of a report shared with all staff and the Advisory Board.

Appeal

If you are not happy with the outcome of your complaint and would like to make an appeal, please do so in writing to:

The Principal
City College Peterborough
Brook Street
Peterborough
Cambridgeshire PE1 1TU
Alternatively email tdalton@citycollegepeterborough.ac.uk

Appeals need to be made within four weeks of the date that the outcome of your complaint was given to you and must give as much detail as possible about the reason that you feel that your complaint has not been resolved to your satisfaction. An outcome that is consistent with the College Refund Policy will not usually be reversed at appeal.

If you are still not happy following your appeal, please put this in writing to the Service Director for Growth and Regeneration at Peterborough City Council, using Ingrid.Hooley@peterborough.gov.uk

If you are on a funded course at the College and are still not happy, you can raise this through the Combined Authority for Cambridgeshire and Peterborough or the Education Funding Agency (for Study Programmes). Details can be found on their websites.

Service Director for Growth and Regeneration - Ingrid Hooley



YOUR FEEDBACK

Help us to improve our service and get it right first time.

The College aims to get it right first time, every time. If you aren't happy with any part of the service you have received, we want to know. We would also appreciate to hear about the things that you have enjoyed or where you have received excellent service so we can build on this or pass on your compliments.

Please complete this form (or ask someone to do it for you) and provide details of your feedback and return to: Quality Department, City College Peterborough, Brook Street, Peterborough, PE1 1TU

Phone: **01733 761361** Email: **admin@citycollegepeterborough.ac.uk**

Part 1 Your details

Title: MR MRS MS MISS

Forename Surname

Address:

Post Code: Daytime Telephone No:

Course (if applicable):

Email Address:

Please provide any information that will help us to deal with your Compliment or Complaint

Please use the space on the back of this form if required

Customer signature: _____ Date: _____

All feedback will be acknowledged within 5 days, if you require an update re a complaint or have any questions please email admin@citycollegepeterborough.ac.uk or call 01733 761361

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