

KIRKLEES COLLEGE COMPLIMENTS & COMPLAINTS PROCEDURE

Notes of Guidance for Students

It is the aim of Kirklees College to provide an excellent service to all students. We pride ourselves in being a community college, which means that you have a stake in our good name. By effectively handling all compliments, complaints and suggestions we aim to continuously improve the quality of service to students.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLIMENT OR A SUGGESTION?

The college would like to receive any compliments or suggestions. These can be e-mailed to Quality@kirkleescollege.ac.uk outlining the reason and any members of the college community involved. All compliments and suggestions will be shared with the relevant Department Manager and the Principal. These will be recognised through the college reward system.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

The following notes are intended to help you if you feel dissatisfied with your experience at the college. These notes set out the college policy and procedure, which is designed to enable your complaint to be dealt with fairly and promptly. Please refer to the College Compliments & Complaints Policy and Procedure for full details. If you are under 18, a parent/guardian or carer may support you at any point in the college procedures. If your complaint relates to an incident of a criminal nature it should be referred to the police.

THE INFORMAL STAGE

- You should first try to resolve the problem informally. This is often achieved by raising the matter with a tutor or other member of staff.
- If you need support to resolve the problem to your satisfaction you can raise the matter with someone else, for example, your progress coach, personal tutor or study programme leader. They will take your complaint seriously and do their best to help you to resolve the problem. Most complaints are dealt with at the 'informal stage.'
- It is often useful to jot down a note of the main point(s) of your complaint and the basic facts, as this will help you explain your complaint. It is particularly helpful if you need to proceed to the formal stage of the complaints process.

MAKING A FORMAL COMPLAINT

If you remain dissatisfied after attempting to solve the problem informally you should make a formal complaint. To do this you should complete the Student Complaint Form printed on the reverse of this page. This is also available on the VLE (Student Voice section) and the college website along with the Compliments & Complaints Policy and Procedure. Alternatively, you can ask a member of staff or request the form by contacting the Quality Department at the Huddersfield Centre on 01484 437000 or by email Quality@kirkleescollege.ac.uk Formal Complaints must be raised within 90 days of the subject of the complaint arising.

IF YOU REQUIRE HELP

If you are unsure whether to make a formal complaint or you would like some help or support, you can contact the Student Voice Officer by emailing Learnervoice@kirkleescollege.ac.uk

When you have completed the Formal Complaint Form e-mail this to the Quality Performance and Standards Department to Quality@kirkleescollege.ac.uk. You will receive an acknowledgement for your complaint.

WHAT HAPPENS NEXT

An independent investigating officer will investigate your complaint. You will receive a written Completion of Procedures (COP) letter to your complaint when the investigation is completed. We aim to do this within 20 working days however this is not always possible if the complaint is complex.

MAKING AN APPEAL IF YOU ARE NOT SATISFIED

If you are not satisfied with the outcome of your complaint you can appeal to the relevant Assistant Principal. This must be sent via e-mail to Quality@kirkleescollege.ac.uk within 20 working days of the COP letter. You will receive an acknowledgement for your appeal. You may be invited to a meeting to discuss the appeal. You will receive a COP letter from the relevant Assistant Principal, within 20 working days, giving the outcome to the appeal.

FORMAL COMPLAINT

Please complete this form if you wish to make a formal complaint. Normally a **formal complaint is made when you have been unable to solve a problem informally**. Please see the notes overleaf, which outline the College Compliments & Complaints Policy and Procedure, before you complete this form.

PLEASE COMPLETE USING BLOCK CAPITALS

NAME:

COURSE:

Student ID:

Telephone No:

Address:

Mobile No:

Email Address:

If you have tried to resolve your complaint informally, please give details here including who you dealt with

Please give clear details about your complaint (try to be specific)

Please attach any additional pages if necessary

Signature:

Date:

The college is committed to confidentiality and protection of the complainant. Should you wish to remain anonymous the college will endeavour to maintain this, providing this still allows a thorough investigation to be conducted. However, you should be aware that anonymity may restrict some elements of the investigation or, in some cases, prevent a full investigation from taking place.

Please tick if you give permission for disclosure of your identity to relevant parties for the purpose of the complaint investigation

When completed, send by email to Quality@kirkleescollege.ac.uk. You will receive an acknowledgement of receipt of this complaint.