



## Customer Complaints Form

Central Sussex College is always seeking responses from its customers. All complaints will be thoroughly and fairly considered, dealt with in a timely manner and then used as a basis for further improvement if appropriate.

This form provides customers with a route by which they can express a complaint.

*All complaints are treated in strictest confidence*

### Part 1 Your personal details

Your Name:

Company Name [if applicable]:

Address:

Post Code:

Telephone/Mobile No.:

Email Address:

### Part 2 Your complaint

### Part 3 What would you consider to be an acceptable outcome?

Please send your completed form to:

Director of Quality  
Central Sussex College  
College Road, Crawley, West Sussex RH10 1NR

or email to:

[quality@centralsussex.ac.uk](mailto:quality@centralsussex.ac.uk)

## STEP 1

If you are unhappy with the way you have been treated or with the service we have provided then talk to the member of college staff who is responsible or who is involved in the problem. You can do this either:

- ▶ In person, or
- ▶ By telephone (Crawley main switchboard 01293 442200)  
(Haywards Heath main switchboard 01444 456281)

Your problem may be resolved on the spot.

Please Note: If you are dissatisfied with the outcome of an internal assessment you should refer to the College Assessment Policy, instead of following the complaints process.

## STEP 2

If you find that Step 1 did not resolve the problem, you may wish to make a formal complaint. To do this you should:

- ▶ Put your complaint in writing.

A Customer Complaint Form is available from the College Reception, or online from [www.centralsussex.ac.uk/quality](http://www.centralsussex.ac.uk/quality).

- ▶ Send your complaint to:

Director of Quality  
Central Sussex College  
College Road  
Crawley  
West Sussex RH10 1NR

or

- ▶ Email your complaint to:

[quality@centralsussex.ac.uk](mailto:quality@centralsussex.ac.uk)

The Director of Quality will send an acknowledgement to you within 3 working days of its receipt, and write back to you with a full response normally within 15 working days of receiving your complaint.

## STEP 3

If you are dissatisfied with the response you receive, you may:

- ▶ Appeal to the Principal of the College, in writing, stating your reasons.

- ▶ Send your appeal to:

Director of Quality  
Central Sussex College  
College Road  
Crawley  
West Sussex RH10 1NR

or

- ▶ Email your appeal to:

[quality@centralsussex.ac.uk](mailto:quality@centralsussex.ac.uk)

You will be notified in writing of the result of your appeal after all evidence has been reviewed. This will normally be within 10 working days of receiving your appeal.

## If you are still unhappy

In the unlikely event that the matter is still not resolved to your satisfaction, you are advised to seek guidance from the Director of Quality regarding any further appeal outside of the College.