



Customer Complaints Procedure

Ref. General 1.3P
Effective 15/05/06
Planned Review Date 30/11/06

AIMS

To deal with all complaints in a fair and consistent manner.

REASONS FOR THE PROCEDURE

To provide and continue to provide a first class level of customer service.

OBJECTIVES

- To describe the formal procedure for dealing fairly and consistently with customer complaints;
- To inform customers of the route by which they can express a complaint;
- To inform staff of the complaints procedure so that they know what to do if a customer complaint arises.

PROCEDURE

Step 1 First of all the customer should **try to resolve the matter directly** with the member of the College who is responsible or who is involved in the problem.

Note: Students who are dissatisfied with the outcomes of internal assessments should refer to the Assessment Policy, not the Complaints Procedure.

Step 2 If Step 1 did not resolve the problem, the customer should make a **complaint in writing to the Director of Quality** (a [Customer Complaints Form](#) is available).

If a faculty/department receives a formal complaint from a customer, the complaint should be date-stamped before passing immediately to the Director of Quality.

The Director of Quality will log the complaint and acknowledge its receipt within 3 working days of receiving the complaint.

The Director of Quality will pass the complaint, with a tracking sheet clearly identifying the timescales, to the relevant investigating manager who will conduct a full investigation, i.e.

- Director of Employer Services complaints from employers
- Director of Faculty/Dept complaints specific to one faculty/dept
- Director of Learner Support Services other complaints
- Haywards Heath Complaints Officer complaints from HH customers

An independent Director may be asked to conduct the investigation, if appropriate.

The investigating manager will, within 10 working days of receiving the complaint, provide the Director of Quality with the results of the investigation and a signed letter of reply for the customer detailing the outcome and actions arising from the investigation.

The Director of Quality will send the signed letter of reply from the investigating manager, to the customer - normally within 15 working days of receipt of the complaint.

The investigating manager will inform the Director of Quality if (s)he is unable to meet the above timescale and the Director of Quality will send a holding reply to the customer.

The Director of Quality will advise the Executive Director Learner Services of any investigations not concluded within the expected timescale.

Step 3 If the customer is dissatisfied with the response received, the customer may **appeal to the Principal of the College** within 15 working days of the date on the response letter. The appeal should be made in writing, stating the reasons, and **sent to the Director of Quality**.

The customer will be notified in writing of the result of the appeal after all evidence has been reviewed. This will normally be within 10 working days of receipt of the appeal.

If the customer is still unhappy

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

The Director of Quality will monitor the progress of the complaint at all times.

The Director of Quality will provide an analysis of the number and nature of the complaints and their outcome to Senior Management.

RELATED DOCUMENTS

[College Charter](#)
[Employer Charter](#)
Assessment Policy

CONTACTS

Director of Quality.
Executive Director Learner Services.

WHO SHOULD KNOW ABOUT THIS PROCEDURE

All customers.
All staff.

RESPONSIBILITY

The Director of Quality is responsible for ensuring that all customer complaints are dealt with promptly, fairly and consistently and in accordance with this procedure. The investigating manager is responsible for conducting a full investigation and providing a written response to the Director of Quality.

