

## 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 Learning and Quality regarding any further appeal outside the College.



# Customer Complaints

a procedure guide

Version: September 2011

College Road, Crawley T: 0845 155 0043  
West Sussex, RH10 1NR F: 01293 442399

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

for **whoever** you want to be

The College's commitment is to provide high quality education, training and services which meet the needs of all our customers: students, parents, employers, visitors to the College and the general public.

However, we recognise that in spite of all our efforts things may go wrong from time to time, and that mistakes and misunderstandings do happen. When they do, we want to hear about them so that we can put things right as quickly as possible.

The following explains how you can complain to Central Sussex College.

**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 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 with the problem. **You can do this either in person or by telephone and your problem may be resolved on the spot.**

Crawley switchboard 01293 442200

Haywards Heath switchboard 01444 456281



### 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's Reception, or online from [www.centralsussex.ac.uk/quality](http://www.centralsussex.ac.uk/quality).

Send your complaint by post to:

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

Or by email to [quality@centralsussex.ac.uk](mailto:quality@centralsussex.ac.uk)

You will be sent an acknowledgement within 3 working days of receipt of your complaint, and we will 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 to step 2, **you may appeal to the Principal of the College, in writing, stating your reasons.**

Send your appeal by post to:

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

Or by email to [quality@centralsussex.ac.uk](mailto:quality@centralsussex.ac.uk)

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