

Northumberland College Complaints Procedure

The Complaints Policy sets out the college's commitment to achieving high standards of service. The policy clearly states that the college welcomes views on its services from its customers. This includes both good service comments and complaints.

These procedures describe how the college will respond to a complaint in order to attempt to resolve it to the satisfaction of the complainant, prevent recurrence and improve the quality of service to our customers.

External Complaints

If the recipient can immediately resolve the complaint to the complainant's satisfaction they shall do so. If either the recipient or complainant consider it appropriate, the recipient shall record the complaint on the Customer Complaint Form (obtainable from the Info Zone or website). The completed form should then be sent in a sealed envelope, or in person, within one working day to the Principal.

Where the recipient cannot immediately resolve the complaint they shall either;

- a) record the complaint themselves on the Customer Complaint Form and send it within one working day in a sealed envelope, or in person, to the Principal OR;
- b) where it is not appropriate or possible to record the complaint themselves, immediately arrange for the duty manager to record the complaint. If the duty manager is not available the complainant shall be directed to the Principal's Executive Assistant in order that the complaint can be recorded, which will then be forwarded to the Principal.

What will happen in response to your complaint?

On receipt of the Customer Complaint Form you will receive an acknowledgement from the college within three working days of receipt of your complaint.

Your complaint will be fully and fairly investigated, however if this takes longer than 10 working days you will be informed. In the majority of cases you will have received notification of the outcome of the investigation and resulting action or proposed remedy within 10 working days of receipt of your complaint.

What to do if you are not satisfied with the outcome?

When you receive notification of the outcome, the letter will include a Response Form that will allow you to state whether or not you are satisfied with the outcome. The Vice Principal Curriculum and Quality or Finance Director will respond directly to you if you are not satisfied.

What if you want your complaint kept confidential?

Your wishes in this regard will be respected and only those directly involved would normally be aware of the details of your complaint.

You will not be treated adversely because you have complained. Your complaint will be dealt with positively and with respect.

Will any record of the complaint be kept or given to anyone else?

The details of your complaints will only be known to those directly involved but all complaints are logged and the information is provided to relevant key managers in order to improve our performance on a continuing basis.

Can you obtain help in making your complaint?

Yes you can. Lecturers, Tutors or Student Services will be pleased to offer any help you may need.

Internal Complaints

A member of staff who wishes to make a complaint shall record the complaint on a Customer Complaint Form and forward it in a sealed envelope to the Principal.

Staff Grievances

For staff who require to lodge a grievance, please refer to the Staffnet under Policies and Procedures for the correct procedure to be followed.

Monitoring and reporting

Complaints will be monitored by the Principal to ensure adherence to the Complaints Policy requirements.

The annual total will be monitored by area of complaint and reported to the SMT and Governing body.