

NORTON RADSTOCK COLLEGE

<p>Title: COMPLIMENTS, CONCERNS AND COMPLAINTS</p>
<p>Purpose: To outline the method for students to pass on compliments or concerns about courses and college services in general.</p>
<p>Scope: Any college learner/student on an existing programme</p>
<p>Responsibility: <i>Receiving compliments, concerns and complaints:</i> – Reception, all members of staff, Course Tutor, Head of School or designated person, Principal's PA. <i>Investigating, follow up:</i> – Course Tutor, Head of School, Senior Management Responding - Principal</p>
<p>Method: <u>Compliments:</u></p> <ul style="list-style-type: none"> • Please tell Reception, your Course Tutor or Head of School, that you would like to compliment the College. • Write a letter or complete the form on the reverse and hand it to your Course Tutor, Head of School or pass it on to the Principal's Office. <p><u>Concerns and Complaints:</u></p> <ul style="list-style-type: none"> • Please approach the Reception desk and explain the issue. • If you prefer, ask Reception to refer you to the designated person dealing with complaints – The Senior Manager for Student Services. • In the first instance you may wish to comment informally. • You may wish to do this verbally by approaching the Course Tutor or Head of School direct. • If you wish to make a formal complaint or raise a certain concern, you will be asked to do so, by either writing a letter or completing and signing the Complaints, Concerns and Compliments form. • Pass the form or your letter to your Course Tutor, the Head of School, the Reception desk or forward it to the Principal's Office. • The original form or letter will be kept in the Principal's Office with all replies and actions recorded. • When a formal complaint is made you will normally, within reason, receive an acknowledgement within five working days and a further reply or action within ten working days. • Any issue, which is clearly urgent, will receive an immediate response during the standard working day and a reply by the next working day.
<p>References: Complaints, Concerns and Compliments form</p>
<p>Current From: July 2003 Date of Review: June 2004 Procedure Identification Code: S13-1</p>