

MAKING A COMPLAINT TO THE COLLEGE

COMPLAINTS PROCEDURE

AT CRAVEN COLLEGE WE CONSTANTLY SEEK TO IMPROVE WHAT WE DO AND WE THEREFORE VALUE COMMENTS AND SUGGESTIONS THAT CAN HELP US IMPROVE OUR LEVELS OF SERVICE. WE HAVE A RANGE OF PROCESSES IN PLACE FOR FEEDING BACK THE VIEWS OF OUR CUSTOMERS, BUT RECOGNISE THAT ON OCCASION WE MIGHT NOT MEET EXPECTATIONS AND WE THEREFORE ALSO VALUE ANY COMPLAINTS WE MAY RECEIVE.

THE COLLEGE'S COMPLAINTS POLICY, AVAILABLE ON THE COLLEGE WEBSITE, SETS OUT HOW WE ADDRESS COMPLAINTS. IT IS ANTICIPATED THAT MOST COMPLAINTS WILL BE DEALT WITH THROUGH INFORMAL CHANNELS BUT IF YOU FEEL THAT IT IS NECESSARY TO PURSUE A COMPLAINT FORMALLY, YOU CAN BE ASSURED THAT IT WILL BE TREATED SERIOUSLY AND THAT WE WILL DEAL WITH ANY COMPLAINT PROMPTLY AND FAIRLY.

WHO CAN COMPLAIN?

Anyone can make a complaint to the College.

HOW DO YOU COMPLAIN?

You can complain in person, by telephone, in writing or by email. The most effective way to resolve a problem is to deal with it straight away, and so in most instances the best course of action is to speak to a member of staff. If you prefer to submit details of a complaint in writing, you can email or write to us or, if you prefer, use the form contained in this leaflet.

Please provide as much information as possible about what you feel has gone wrong, giving your name and contact details.

GETTING HELP TO MAKE A COMPLAINT

We recognise that you might be reluctant or unable to make a complaint yourself, and we can accept complaints on your behalf from a friend, relative or guardian, providing you have given your consent for them to complain for you.

Student Support Services, based at the Aireville Campus, are there to support you and can also help you in making a complaint. Please contact Student Support Services if you want this information in another language or format, such as Braille.

WHAT COULD YOU COMPLAIN ABOUT?

- The admissions process
- A request for information to which you have had no response
- College policies
- Failure to provide a particular service
- Inadequate level of service
- Wrong information
- Quality and availability of resources
- Accessibility of services
- Behaviour or conduct of a student/s
- Behaviour or conduct of a member of College staff
- Behaviour or conduct of contractor / contractor staff
- Treatment by or attitude of a member of College staff
- Treatment by or attitude of a contractor / contractor staff
- The College's failure to follow correct procedures

WHAT CAN'T YOU COMPLAIN ABOUT?

There are some things that cannot be addressed through our Complaints Procedure. These include:

- A disagreement with a decision where there is a right of appeal in place
- A disagreement with an assessment / academic judgement
- A claim for compensation from the College
- Any issue that is being heard in court or has already been heard by a court or tribunal
- A grievance by a member of staff
- The re-opening of a complaint on which we have earlier reached a final decision
- A request for information under the Data Protection Act or the Freedom of Information Act

HOW LONG DO YOU HAVE TO MAKE A COMPLAINT?

Complaints should be made as soon as possible following the event, action or issue causing dissatisfaction. Complaints from students no longer attending College must be made within 3 months of their course completion date.

COMPLAINTS IN GENERAL

We aim to balance the rights of the complainant with the rights of any person about whom a complaint is made, treating all parties with fairness and dignity. A complainant should not suffer any reprisals for making a complaint in good faith. If, however, a complaint from a student which is not upheld is found to have been made maliciously, the student may be subject to disciplinary procedures.

EXPECTATIONS

The College will:

- Listen and take note of the complaint and respond within a stated period of time
- Deal with the complaint reasonably and sensitively
- Take follow up action where appropriate
- Welcome issues being brought to its attention to prevent a possible recurrence of the problem
- Provide feedback to complainants

The complainant will be expected to:

- Explain the problem clearly and fully, including any action taken to date
- Allow the College reasonable time to deal with the matter
- Recognise that some circumstances may be beyond the College's control

CONFIDENTIALITY

If you wish specific information within a complaint to be kept confidential, this should be made clear to the person to whom the complaint is addressed. Complainants should understand that in some circumstances it may be difficult for requests for confidentiality to be respected, for example where the complaint relates to a possible criminal offence or potential gross misconduct. Additionally, in some circumstances a request for confidentiality might make it difficult for the College to investigate or resolve a complaint.

ANONYMOUS COMPLAINTS

On occasion it might be difficult for someone to make a complaint eg if they feel threatened or feel that it might result in some form of reprisal. The College aims to deal with all complaints in strict confidence and it is the individual's right to complain if they are dissatisfied with the standard of service received. Anonymous complaints will be investigated but if the College is not provided with the complainants contact details we will not be able to request additional information or provide feedback on the outcome.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

It may be that a complaint relates to the possible physical, sexual or emotional abuse or neglect of someone under the age of 18 or someone who is deemed a vulnerable adult. In such circumstances, the College has a legal obligation to report cases of suspected abuse or cases of someone being at risk of abuse. Complaints or disclosures of this nature may not remain confidential as those at risk will require protection.

Please contact Student Support Services in the first instance if you wish to discuss this type of incident.

AGGRESSIVE OR ABUSIVE COMPLAINTS

We recognise that people might be angry and upset when making a complaint, and possibly act out of character. However, the College will not tolerate aggressive behaviour, bad language, racist, sexist or any discriminatory comments. The Head of Quality will inform aggressive complainants that their language or behaviour is considered to be unacceptable. In particular, threats or use of physical violence may be reported to the police.

WHAT IF YOU ARE STILL DISSATISFIED?

Please refer to the College's Complaints Policy, available on the Craven College website, if you are unhappy with the College's final decision and wish to take your complaint further.

STANDARD COMPLAINTS FORM



Date: / /

Name: _____

Tel. no:

Email address: _____

Are you a student at Craven College? Yes No

If no, what is your relationship to the College? _____

Do you wish your complaint to be treated informally or formally at this stage?

Informally Formally

Do you wish your complaint to be passed to a particular member of staff or department?

Yes No

If yes, please state staff member _____ and/or

Department _____

Nature of Complaint

(Please explain the problem clearly and fully, including any action taken to date)

Please note

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OFFICE USE ONLY: Received by

Action taken etc

Do you wish to make a formal

Informal

Raise the issue with the member of staff directly involved or the department where the issue has occurred. You should receive a response within 10 working days

Are you satisfied with the outcome?

Yes

No further action required

No

You may appeal to the Vice Principal - Curriculum & Quality (VPCQ) within 10 working days of being informed of the outcome of the initial complaint

You may appeal to the Principal within 10 working days

or an informal complaint?

Formal

Make a formal complaint verbally/in writing either directly to the Head of Quality (HoQ) or to any member of College staff who will then pass the details to the HoQ

No

You will receive acknowledgement we have received the complaint within 3 working days

Investigation of the complaint begins. Once completed the Head of Quality will inform you of the outcome within 10 working days

Was the complaint successfully resolved?

The VPCQ acknowledges the appeal within 3 working days and responds with the outcome of the appeal within 10 working days

No

Was the complaint successfully resolved?

Yes

No further action required



ENRICHING LIVES THROUGH LEARNING

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