



Wiltshire College Complaints Procedure 2011 - 12

Complaints Definition

Any person using the services of Wiltshire College who is unhappy with the service that we aim to provide can complain to the College. This could include an issue that a student, parent, employer or anyone else using the College wants to raise that needs to be investigated and resolved.

Complaints Procedure

- This procedure can be used by anyone using the services of Wiltshire College.
- It can be used by any student who has a complaint.
- All complaints submitted will be considered fairly.
- Anyone who invokes the procedure in good faith will not be discriminated by having done so.
- Every effort will be made to resolve issues in a friendly and informal way.
- Throughout the process the person complaining may have a friend to accompany them at all meetings.
- When a complainant is found to be malicious, this could lead to disciplinary action.
- These are internal College procedures – at no stage is legal representation for any party allowed.
- For all complaints the privacy and confidentiality of the complainant will be respected.
- If disclosure is necessary to progress a complaint the complainant will be notified in advance.
- Appeals against academic decisions in relation to grading of work are dealt with by the Academic Appeals Procedure.
- If you are studying a course franchised from a University it is expected that most complaints can be dealt with between the College and the complainant, however you are entitled to invoke the University complaints procedure at any time.

We hope that any difficulty can be resolved in a friendly and informal way. Suggestions and compliments should be recorded on a comments, complaints and complements form which is available from Reception. The following procedure has been agreed:

Stage One – Programme Leader/ Curriculum Manager

Any person with a complaint is invited to discuss the matter first with an appropriate member of staff, which in the first instance could be a Personal Tutor (PT), Programme Leader (PL) or Curriculum Manager (CM). If there is a need to provide support or guidance, this should be provided by a Programme Leader or Curriculum Manager. They will respond as soon as possible with advice and guidance as to how to proceed from this point.

Stage Two – Deputy Director/WE Quality Manager/Business Support Manager

If the person is not satisfied with the outcome or does not wish to discuss the matter first they, or their representative, should write a letter to the Quality Co-ordinator handing this to reception at any campus or email customerfeedback@wiltshire.ac.uk. Receipt of the email/letter will be normally acknowledged in writing within 4 working days with a copy of the complaints procedure.

The email/letter will be copied to the appropriate Deputy Director or Line Manager responsible for the area within which the complaint has arisen. S/he will seek to normally resolve the issue within 10 working days by carrying out an investigation.

The College will write to the complainant the outcome of the investigation. Where a complaint is not upheld reasons will be given as to why this is so. Where a complaint is upheld a statement outlining the remedial action and timescale for implementation will be provided in writing to the complainant.

Stage Three – Director of Campus/WE Senior Director/Business Support Director

If the person is not satisfied with the outcome noted in the letter they should appeal by letter or email against the decision to the Quality Co-ordinator within 10 working days of receipt of the complaint outcome. Details of further evidence/documents a person wishes to support the review of the initial decision should be included. S/he will arrange for an investigation with the Director of Campus within 14 working days. The outcome of this meeting will be recorded and copied to relevant parties, including the Vice Principal Curriculum and Quality. Where a decision is not upheld reasons will be given as to why this is the case. Where a decision is upheld a statement outlining the remedial action and timescale for implementation will be provided.

Stage Four - SMT

If by this stage the person still believes the issue is unresolved the complaint can be referred to the Vice Principal Curriculum and Quality. They should appeal against the decision to the Quality Co-ordinator in writing within 10 working days of the date of the decision which forms the basis of Stage Three.

A complaint may be referred to the Vice Principal Curriculum and Quality only where:

- The person reasonably believes that the procedures set out in this document have not been complied with; and/or
- New evidence has come to light which may affect the decisions already reached in relation to the complaint considered.

A written request for a referral must be submitted to the Quality Co-ordinator who will arrange for the referral to be heard by the Vice Principal Curriculum and Quality/SMT whose decision is final. Where a referral is not upheld reasons will be given as to why. Where a referral is upheld a statement outlining the remedial action and timescale for implementation will be provided.

Stage Five - Principal

It is possible for students to appeal against the Vice Principal's decision and this would be in writing to the Principal. Any complainant has a right to pursue other avenues at this stage in line with their statutory rights.

NB: If the complaint/ relates to one of the people outlined in this process it will be dealt with by another person of equal or greater status assigned by their direct line manager.

COMPLAINT PROCEDURE

