

COMPLAINTS STATEMENT & PROCEDURE

POLICY STATEMENT

Kensington and Chelsea College is committed to providing a first class service. We will do our best to ensure that all learners have a successful and enjoyable experience of studying with us in all our centres. We are also committed to delivering excellent services to the business and local communities we serve. We are committed to using feedback to review and improve our services.

We recognise, however, that sometimes we do not achieve our best standards. Occasionally mistakes are made and things are not done as well as they should be. We have a commitment to our students and stakeholders to ensure that any complaints they may have about our service are dealt with fairly, efficiently and effectively to the best of our capability and within our resources.

Complaints will be regularly analysed and reported on to senior managers and the Corporation. We will report the action we have taken to improve services in response to your feedback, in college receptions.

We will make clear to complainants how to complain when things go wrong. We will provide appropriate support in making a complaint for people with physical impairments or low literacy skills. We will ensure that we are sensitive to issues of confidentiality.

We also welcome positive suggestions and compliments about our services.

This policy and procedure has been analysed in order to provide equality and minimise negative impact on any social group.

HOW TO MAKE A COMPLAINT

This procedure is for the use of Kensington and Chelsea College students, parents, employers, visitors to the college and the general public. Students who are dissatisfied with the outcomes of internal assessments should use the Academic Appeals procedure not the Complaints Procedure.

1. INFORMAL RESOLUTION

College based provision

Before using this procedure, you are requested to talk directly about your dissatisfaction with the individual(s) most involved, to see if an informal resolution is possible. Students can try to resolve issues through their tutors or if they prefer, a member of the learner services team, or one of the college youth workers. Only if these measures fail should the matter be raised as a formal complaint.

Franchised provision

Students on franchised provision should approach the Centre Manager in the first instance. If the issue cannot be resolved, they should follow the formal procedure detailed below.

2. FORMAL COMPLAINT

Making the complaint

Where a complaint has not been resolved informally to your satisfaction, please make a written complaint to the Central Admissions and Student Services Manager. This should detail what went wrong and how you would like it to be resolved. You can write a letter, email or use one of the Complaint Forms available in reception and on the college website. The form is available in large print, or if you require an alternative format such as audiotape, please ask a member of the learner support team. Students who need help with writing can also get help to complete the form from their tutor, or a member of the learner support team.

The completed form, or letter should be sent to the Central Admissions and Student Services Manager.

Available electronically and in large print

Investigating the complaint

The Central Admissions and Student Services Manager will:

- Acknowledge your complaint within 3 working days of receiving it and set out the timescale for dealing with it (normally a further 10 working days)
- Ensure that the details are put on file and track the progress of your complaint until resolution
- Send your complaint to the relevant manager for them to investigate and respond to you.

Our response to the complaint

The relevant manager will investigate your complaint. As part of the investigation you may be invited to come in and discuss the issue further. In this case please let us know if you require an interpreter or other adjustment to be made to support you in this meeting.

You should receive a response within 10 working days. If the investigation is complex you will receive a progress report within 10 working days and information about when the final response will be sent to you.

If, in your view, the complaint relates to a serious staff incompetence, or inappropriate behaviour, then the Central Admissions and Student Services Manager will inform the appropriate member of the Executive and the investigation will then be carried out under the relevant Human Resources policies and procedures.

If an issue relating to student behaviour with disciplinary potential, including instances of harassment, is revealed during the investigation, or if it is the nature of the original complaint, then the Central Admissions and Student Services Manager will inform the appropriate head of department who will carry out an investigation under the Student Disciplinary Procedures and will inform the Vice Principal.

Impartial support through Learner Services, or College Youth Workers, is available for students whose complaints are likely to lead to a student or staff disciplinary.

Appeal against the outcome of the complaint

If you want to appeal because you are not satisfied with the resolution of the complaint, you may appeal in writing to the Principal. S/he will ensure that a senior manager carries out an investigation of the process that has been followed. If the process is found to be thorough and to have considered all the evidence, then the outcome will not be changed (normally 10 working days).

If still dissatisfied, you can appeal to the relevant external body Skills and Funding Agency (SFA). We will give you the name and address if your appeal is not upheld.

Available electronically and in large print

Monitoring and Quality Improvement

The Central Admissions and Student Services Manager will keep a log of all formal complaints. These will be analysed and presented to the College Management Team and Governing Body each year.

The investigating officer of each complaint is required to consider if there are any changes to procedures or staff training required to prevent any other person having a similar bad experience. They will then ensure that the relevant action is taken.

We will report back improvements made as a result of your feedback in a way that does not identify you personally but shows that we are responsive.

Please also tell us when you are pleased with the services we provide.