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COMPLAINTS POLICY AND PROCEDURE

1. INTRODUCTION

- 1.1. Leicester College strives to produce the highest quality learning opportunities and services and is determined to be known for excellence in all that it does. However, we accept that sometimes our service to customers, visitors and staff falls short of these standards. If you are dissatisfied in any way with our services, we are keen to hear from you and to do what we can to rectify matters.
- 1.2. **Complaints** provide valuable feedback so that we can improve our service. In this sense, complaints are welcome and you should not feel concerned that there will be negative consequences to you personally if you make a complaint.
- 1.3. A complaint is defined as "an expression of dissatisfaction about our action or lack of action or the standard of service provided".
- 1.4. *All complaints need to be submitted within twelve months from the time of leaving the College as a Student and/or the incident.*
- 1.5. **Compliments and Comments**, the College is also very pleased to receive praise or suggestions for how things can be improved.
- 1.6. This policy applies to all College activity including ESF contracts.

2. METHODS OF CONTACT

- 2.1. You can contact us by telephone on 0116 224 2240
- 2.2. You can email info@leicestercollege.ac.uk
- 2.3. You can write to the College at Leicester College, Freeman's Park Campus, Welford Road, Leicester LE2 7LW.
- 2.4. You can use the on-line **Comments and Feedback** form on the College website at www.leicestercollege.ac.uk. The form can be found under the **Contact Us, Comments and Feedback** heading.

2.5. You can complete a **TalkBack** form. This is available on the home page of Moodle.

3. COMPLAINTS PROCEDURE

3.1. The College Complaints Procedure has 1 informal and 3 formal stages. We hope that most complaints for internal student can be resolved informally.

Informal - For Internal Students Only.

3.2. If you have a complaint, you should in the first instance take it up with the member of staff or person responsible for the area concerned. In most instances we should be able to resolve your concern through this means.

3.3. Students should contact the Manager of the area in which the complaint is being made. The Manager will then take into account all relevant facts, needs and interests of all concerned and use their discretion to resolve the matter with due sensitivity. The Manager will normally provide feedback to you within five working days. If the investigation is likely to exceed five days, the Manager will contact you and tell you when we expect a response will be available.

3.4. If you don't feel comfortable discussing your complaint with a member of staff from your area you can talk to a member of staff from the Student Enrichment Team who can be contacted by telephoning 0116 224 2240 extension 4279. They will talk through your concerns in confidence and help you with the process. This help can be direct or the team can refer you to others for particular help – for example someone to help with language

Formal - Stage 1 - Parents, Visitors, Employers, College Partners or Students who are dissatisfied with the outcome of the informal stage.

3.5. There are a number of different ways you can make a formal complaint. All formal stage 1 complaints will be logged and acknowledged by the College. They will be investigated and responded to, in writing, by the Manager responsible for the area about which the complaint is made.

3.6. The Manager will normally provide feedback to you within fifteen working days. If the investigation is likely to exceed fifteen working days, the Manager will contact you and tell you when we expect a response will be available.

3.7. After you have made your complaint:

- You will receive a written acknowledgement within two working days.
- Your complaint will be fully investigated.
- You will receive a written response within fifteen working days from the responsible manager setting out the result of the investigation and the action that will be taken. If the investigation is likely to exceed fifteen days, we will contact you and tell you when we expect a response will be available.

- 3.8. You may make a complaint anonymously if you so wish. However, we will not be able to provide an acknowledgement of the complaint, investigate the complaint fully or provide a reply to you personally.
- 3.9. If you are dissatisfied with the outcome, you should proceed to Stage 2 within three months of receiving a written response; otherwise the College will assume the case is settled.

Formal - Stage 2

3.10. You should write to the College's Principal, stating the reasons you are dissatisfied with the outcome of stage 1.

3.11. When you make a complaint to the Principal:

- you will receive a written acknowledgement within two working days.
- your complaint will be fully investigated.
- you will receive a written response within fifteen working days, setting out the result of his investigation and the action that will be taken. If the investigation is likely to exceed fifteen days, we will contact you and tell you when we expect a response will be available.

3.12. If you are dissatisfied with the outcome, you should proceed to Stage 3.

Formal - Stage 3 - Students 16-18, and 19+

3.13. If your complaint cannot be resolved by the College, you can refer it to:

Education and Skills Funding Agency (ESFA)

The Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

For details how to make a complaint to the ESFA, see:

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa#what-esfa-can-investigate>

or e-mail complaints.esfa@education.gov.uk

3.14. You must contact the ESFA within 3 months of receiving a decision from the College.

Students on Higher Education Courses

3.15. Appeals and complaints from students on Higher Education programmes should be made formally through this procedure. Where suitable agreement is not reached through internal College process;

- Higher Education students following University awards may seek resolution from their awarding organisation. Where both procedures are exhausted without suitable agreement, students may ask the Office of the Independent Adjudicator for Higher Education (OIA) to review their case.
- Higher Education students following Pearson Edexcel awards may ask the Office of the Independent Adjudicator for Higher Education (OIA) to review their case.

3.16. Information on the OIA scheme can be found at www.oiahe.org.uk

3.17. In line with the Office of the Independent Adjudicator (OIA) a Completion of Procedures Letter will be issued within 28 days after the College's internal process has been completed. (Higher Education only).

4. PRIVACY NOTICE

4.1. At Leicester College we use certain details about you to provide information and services about the College. We take our responsibility for looking after information seriously. More details about how we ensure the safe storage, use and deletion of your data can be found at www.leicestercollege.ac.uk/about/data-protection-2/

Privacy notice last updated 09/07/2020

LEICESTER COLLEGE MANAGERS

CURRICULUM AREAS

Area	Manager	Email
Apprenticeships and Commercial Income	Rachel Hall	rhall@leicestercollege.ac.uk
Business, Enterprise, Computing, Travel and Food	Yvette Sexton	ysexton@leicestercollege.ac.uk
Care, Health, Humanities, Science, Sport, Uniformed Public Services and Teacher Education	Fran Monk	fmonk@leicestercollege.ac.uk
Creative, Performing Arts, Hairdressing, Beauty Therapy and Media Make-up	Andrew Cookson	acookson@leicestercollege.ac.uk
Construction	Darren Roome	droome@leicestercollege.ac.uk
Engineering	Darren Roome	droome@leicestercollege.ac.uk
English, Maths and Supported Learning	Angela Rooney-Tchetchnev	atchetchnev@leic.ac.uk
English Speakers for Other Languages	Rominder Sandhu	rsandhu@leicestercollege.ac.uk
Higher Education	Marco Salotti	msalotti@leicestercollege.ac.uk
Maths and English Cross College	Lisa Armitage	larmitage@leicestercollege.ac.uk
Re-engagement	Karen Walker	kawalker@leicestercollege.ac.uk

SERVICE AREAS

Area	Manager	email
Buildings	Shaun Curtis	scurtis@leicestercollege.ac.uk
ICT Services	David Henderson	dhenderson@leicestercollege.ac.uk
Finance	Shabir Ismail	sismail@leicestercollege.ac.uk
Libraries	David Jackson	djackson@leicestercollege.ac.uk
Information Centres	Annette Mendy	amendy@leicestercollege.ac.uk
Marketing	Hannah Georg	hgeorg@leicestercollege.ac.uk
Food Inc.	Richard Plummer	RPlummer@leicestercollege.ac.uk
Student Services	David Jackson	djackson@leicestercollege.ac.uk
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