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COMPLAINTS PROCEDURE

Introduction

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 anxious to hear from you and to do what we can to rectify matters. At the same time, if you are especially pleased with the service you have been provided with, we welcome these comments too.

The College Complaints Procedure has 4 stages. We hope that most complaints can be resolved informally and this is the first stage.

Informal - Stage 1

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.

Learners should contact their Personal Tutor/Trainer Assessor, Programme Area Manager/Business Development Manager or Director of Curriculum Area. The member of staff 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, we will contact you and tell you when we expect a response will be available.

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 Learner Engagement and 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.

Parents, visitors or College Partners should contact the Director of Curriculum Area or the Director of Service for the area concerned. The Manager will normally provide feedback to you within ten working days. If the investigation is likely to exceed ten days, we will contact you and tell you when we expect a response will be available.

A full list of contacts is provided on page 5 at the end of this document.

If you are dissatisfied with the outcome of this informal stage, you should proceed to Stage 2.

Formal - Stage 2

There are a number of different ways you can make a formal complaint. All stage 2 complaints will be logged and acknowledged by the College's Complaints Administrator and will be investigated and responded to, in writing, by the manager responsible for the area about which the complaint is made.

- 1 You can write your complaint on a **TalkBack** form. These are widely available across the College in reception areas. You can hand your **TalkBack** form in at any of the College's reception areas.
- 2 You can write to the College's Complaints Administrator at Leicester College, Freeman's Park Campus, Aylestone Road, Leicester LE2 7LW.
- 3 You can email talkback@leicestercollege.ac.uk
- 4 You can use the on-line **TalkBack** form on the College website at www.leicestercollege.ac.uk. The TalkBack form can be found under the **ContactUs** heading at the bottom of the page.

If you want to talk to someone first you should contact the Complaints Administrator who can be contacted:

- by telephone on 0116 224 2092,
- by internal telephone on extension 2092

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 ten 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 ten days, we will contact you and tell you when we expect a response will be available.

You may make a complaint anonymously if you so wish. However, it may not be possible to investigate the complaint fully in these circumstances, and we would be unable to reply to you personally.

If you are dissatisfied with the outcome, you should proceed to Stage 3 within three months of receiving a written response; otherwise the College will assume the case is settled.

Formal - Stage 3

You should write to the College's Principal, stating the reasons you are dissatisfied with the outcome of stage 2 at: Leicester College, Freeman's Park Campus, Aylestone Road, Leicester LE2 7LW.

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 ten days, setting out the result of his investigation and the action that will be taken. If the investigation is likely to exceed ten days, we will contact you and tell you when we expect a response will be available.

If you are dissatisfied with the outcome, you should proceed to Stage 4.

Formal - Stage 4

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

Learners 16-18, and 19+

Complaints team
Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

For details how to make a complaint, see
<https://www.gov.uk/government/organisations/skills-funding-agency/about/complaints-procedure>

or e-mail complaintsteam@sfa.bis.gov.uk

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

Learners on Higher Education courses

Higher Education Funding Council for England

For details of how to make a complaint, see:

<http://www.hefce.ac.uk/reg/forstudents/Student,complaints/individual/>

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. (HE only)

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.

Compliments and Comments, the College is also very pleased to receive praise or suggestions for how things can be improved. These should be:

- sent to the Quality and Complaints Administrator, whose contact details are set out in stage 2 of this procedure or
- written onto a **TalkBack** form and posted at the reception area at any of the College's sites.

A record will be kept by the Complaints Administrator of all complaints and letters of praise. This record will be carefully monitored:

- to ensure that all complaints are properly addressed and that the time frames specified are kept to and
- to identify where improvements can be made to the services and operations of the College.

LEICESTER COLLEGE MANAGERS

CURRICULUM AREAS

Abbey Park Campus
Painter Street
Leicester LE1 3WA
Tel: 0116 224 2240

Area	Manager	Phone	Email
Business and Computing	Yvette Sexton	ext 5616	ysexton@lec.ac.uk
Caring Professions	Tina Thorpe	ext 4192	tthorpe@lec.ac.uk
Creative and Performing Arts	Andrew Cookson	ext 4081	acookson@lec.ac.uk
Engineering	Rachel Hall	ext 4078	rhall@lec.ac.uk
English, Maths and Supported Learning	Angela Rooney-Tchetchnev	ext 4273	atchetchnev@leic.ac.uk
English Speakers for Other Languages	Geoff Saul	ext 4050	gsaul@lec.ac.uk
Maths and English	Lisa Armitage	Ext 4076	larmitage@lec.ac.uk

Freemen's Park Campus
Welford Road
Leicester LE2 7LW
Tel:0116 224 2240

Area	Manager	Phone	email
Construction	Darren Roome	ext 2063	droome@lec.ac.uk
Employer Engagement and Commercial Income	Andrew Barlow	ext 2141	abralow@lec.ac.uk
Sports and Service Enterprises	Lisa Jacobs	ext 2232	ljacobs@lec.ac.uk

St Margaret's Campus
St John Street
Leicester LE1 3WL
Tel:0116 224 2240

Area	Manager	Phone	email
Business and Computing	Yvette Sexton	ext 5616	ysexton@lec.ac.uk
Teacher Education and Development	James Danes	ext 4116	jdanes@lec.ac.uk

SERVICE AREAS

Area	Manager	Phone	email
Buildings	Jim Bowditch	ext 4085	jbowditch@lec.ac.uk
Finance	Shabir Ismail	ext 2010	sismail@lec.ac.uk
Libraries	David Jackson	ext 2226	djackson@lec.ac.uk
Information Centres	Annette Mendy	ext 2625	amendy@lec.ac.uk
Refectories	Paul Johnston	ext 2027	pjohnston@lec.ac.uk
Student Services	David Jackson	ext 2226	djackson@lec.ac.uk

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