



Complaints Policy

Have Your Say

Compliments, Suggestions and Complaints

2022/2023

NESCOT is committed to achieving excellence in the delivery of education and training services.

We set high standards for ourselves and seek to meet them.

We therefore welcome and encourage feedback from students and members of the public. Your feedback helps us to make improvements to our services. This document is available in alternative formats upon request.

We welcome 3 types of feedback

- Compliments
- Suggestions
- Complaints

Compliments/Suggestions

If you wish to comment on the service you have received or suggest how it can be improved, please let us know by emailing quality@nescot.ac.uk

Complaints

The Complaints Procedure can be used by anyone (except College Staff, who should raise their concern under the staff grievance procedure) and covers complaints about the services we provide and the treatment you receive whilst in the college. It does not cover complaints about academic assessment, e.g., grades and marks. These are covered by the Academic Appeals procedure (available from curriculum staff or Quality in W63).

Making a complaint

All complaints will be taken seriously and dealt with quickly. **The complaint should be given in writing via post or email and addressed to the Head of Quality.** If you need assistance in presenting your complaint you can ask your Tutor, Personnel Development Coach, Learning Support Assistant or Head of Department.

They cannot make the complaint for you but can assist you with wording or completing the form.

First Step – Informal Complaint

If you are dissatisfied with the service or treatment, you receive it is always best to raise the matter immediately with the member of staff you are dealing with. Tell them exactly what you are unhappy about and ask for their help in putting it right. Many problems can be resolved quickly and informally in this way. Please do try to speak with your tutor and or Personnel Development Coach in the first instance.

Second Step – Formal Complaints Procedure

When making a formal complaint this can be done by letter/email, or by completing the college complaint form in this leaflet. You may also telephone the Quality Department who will record your concerns.

The completed complaint form or letter should be forwarded to the Quality Department or handed to the Receptionist at the main Reception desk.

The process is as follows:

1. The complaint will be acknowledged within 5 working days of receipt by the Quality Department.
2. A member of our management team who is independent of the service of which you are complaining will fully investigate and report back to the Head of Quality.
3. Within 20 working days (where possible) of your original complaint a reply will be sent to you detailing the outcome of the investigation. The reply will state whether the complaint has been upheld and how the college will deal with the matter if your complaint is upheld.
4. If you are unhappy with the result of the investigation you have the right to appeal to the Deputy Principal within 5 working days of the date of our reply.
5. Appeals must be sent in writing.
6. The Deputy Principal will review the complaint and may interview the manager investigating the complaint and / or the complainant before reaching a decision.
7. Within 10 working days from the date of your written appeal a reply from the Deputy Principal will be sent to you detailing the outcome.

For Higher Education complaints and appeals please see the separate policy held on our website. Alternatively email quality@nescot.ac.uk

Feedback Form: Compliments / Suggestions

Name (please print) Mr / Mrs / Miss / Ms / Insert Other _____

Surname _____ Forename _____

If you are a student please give your ID Code, if known

If you are not a student or do not know your ID Code, please provide us with your address and contact numbers:

Address and or email address:

_____ Postcode _____

Telephone Number(s) Home _____ Mobile _____

Subject of Compliment / Feedback / Suggestion:

Please continue overleaf if required

Department/Course _____

For monitoring purposes please complete by circling appropriate:

GENDER: Male / Female **AGE:** 16 – 18 / 19+ years **DISABILITY:** Disability / No disability

ETHNICITY: Asian or Asian British- Bangladeshi / Asian or Asian British - Indian / Asian or Asian British – Pakistani / Asian or Asian British – Any other Asian background / Black or Black British – African / Black or Black British – Caribbean / Black or Black British – Any other Black background / Chinese / Mixed White and Asian / Mixed – White and Black Caribbean / Mixed – White and Black Caribbean / Mixed - Any other Mixed background / White – British / White – Irish / White – Any other White background / Any other / Prefer not to say

Please return this form to:

- **Quality Office Room W63, Nescot College, Reigate Road, Ewell, KT17 3DS.**

- **Or email this to quality@nescot.ac.uk**

- Formal Complaint Form

Have you already tried to resolve this complaint informally with your Tutor, Personnel Development Coach / person involved? (See first step on page 3) Yes / No (Please indicate)

Name of Complainant: _____

If you are a student please give your ID Code, if known _____

Home address:

Post Code:

Telephone Number:

Email address:

Please note by completing this form you are making a formal complaint which will be investigated by a member of the Nescot Management Team.

Nature of complaint:

You should include details of dates, time, place and people involved and highlight exactly why you are making a complaint

Please continue overleaf if required

Signed: _____ Date: _____

For monitoring purposes please complete by circling as appropriate:

GENDER: Male / Female **AGE:** 16 – 18 / 19+ years **DISABILITY:** Disability / No disability

ETHNICITY: Asian or Asian British- Bangladeshi / Asian or Asian British - Indian / Asian or Asian British – Pakistani / Asian or Asian British – Any other Asian background / Black or Black British – African / Black or Black British – Caribbean / Black or Black British – Any other Black background / Chinese / Mixed White and Asian / Mixed – White and Black African / Mixed – White and Black Caribbean / Mixed - Any other Mixed background / White – British / White – Irish / White – Any other White background/ Any other /
Prefer not to say

Please return this form to:

- **Quality Office Room W63, Nescot College, Reigate Road, Ewell, KT17 3DS.**

- **Or email this to quality@nescot.ac.uk**

Complaints Policy

VERSION:	9
Policy Originator:	Head of Quality
Equality Impact Assessed:	
Approved by:	SMT
Date Approved:	Nov 2008
Review Interval:	1 year
Last Review Date:	Sept 2022
Next Review Date:	Sept 2023
Audience:	Public
Entered on SP:	Yes - 07 Sept 2022