

A photograph of a modern building with a grey brick facade. The building has a large, white, triangular section on the right side. The text "NESCOT RECEPTION SKILLS PARK" is mounted on the brick wall in large, purple, 3D letters. In the foreground, there is a green lawn with purple lavender flowers. To the right, there is a purple directional sign with white text and icons. The sky is blue with some clouds.

**NESCOT**  
**RECEPTION**  
**SKILLS PARK**

**Have Your Say**  
Compliments, Suggestions and Complaints  
2019/2020



**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 on 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 complete the feedback form in this leaflet or alternatively one of the Yellow feedback cards and return it to one of the feedback boxes in the Skills Park Reception, Ground Floor Central Block (by the lift), Student Refectory or the LRC.

### **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 and addressed to the Head of Quality.** If you need assistance in presenting your complaint you can ask your Tutor, Progress 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 progress 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. Feedback forms are available from the Skills Park Reception, Ground Floor Central Block (by the lift) Student Refectory and the LRC.

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 or not 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](mailto: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 place inside the feedback boxes located in the Skills Park Reception, Ground Floor Central Block (by the lift) Student Refectory and the LRC**

**Formal Complaint Form**

---

**Have you already tried to resolve this complaint informally with your tutor, progress 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 place inside the feedback boxes located in the Skills Park Reception, Ground Floor Central Block (by the lift) Student Refectory and the LRC**

Version	V6
Policy Originator:	Head of Quality
Equality Impact Assessed:	
Approved by:	SMT
Date Approved:	Nov 08
Review Interval:	1 Year
Last Review Date:	Sept 19
Next Review Date:	Sept 20
Audience:	Public
Entered on SP	<b>29/8/19</b>
Entered on website	