

Employer and Learner Guidance

How to make a Complaint

Lead Responsible	Head of Quality and Compliance
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HOW TO MAKE A COMPLAINT

Our approach

The College of Haringey, Enfield and North East London wants to provide the best possible service to all of our customers. We believe that complaints are a valuable source of feedback we must act upon, to help us make sure we meet the needs of all learners, employers and the local community.

We accept complaints from:

- Students / Apprentices who are enrolled on a course / programme / activity at the College.
This includes students on Higher Education (HE) courses affiliated to partner universities in the first instance. Once the College Complaints Procedure is completed a HE student may then take their complaint to the partner university if they wish.
- Employers who have employees enrolled on a course/programme/activity at the College.

All members of the categories listed above are entitled to make complaints, and to have their concerns dealt with fairly.

We do not normally accept complaints from:

- Ex-students unless the complaint is received by the College within eight weeks of the end date of the course.
- An anonymous source.
- Third parties e.g. parents / guardians or legal representatives.

Making an Informal Complaint

Where appropriate, you should in the first instance raise any concerns with the teacher or a College manager. This will help the College to act quickly at a local level to address your concerns.

If you are a learner you should make an appointment to see your Tutor or Curriculum Course Manager or you can complete a Complaints, Comments and Compliments Card, available at Reception areas.

Employers should raise concerns directly with the Assessor in the first instance, or with the Head of Apprenticeships.

The staff member you discuss your concerns with will make every effort to resolve your complaint as quickly as possible, normally within 10 working days and keep you fully informed about the actions they are taking.

Making a Formal Complaint

If your complaint has not been resolved using the informal complaints procedure, or if it is inappropriate to use the informal procedure because the complaint is of a serious nature, you may make a formal complaint.

Formal complaints must be made in writing using either a Complaint Form available at reception, the online Compliments and Complaints form on MyDay or via email to complaints@conel.ac.uk.

Complaints forms, alongside pre-addressed envelopes are available in all Reception areas.

Your complaint form or email should include clear detailed reasons for your complaint, an indication of the resolution or outcome you seek, and copies of any documents supporting your case.

The Head of Quality and Compliance, or their nominee, will oversee the formal complaints process and will acknowledge, monitor and respond to your complaint.

The College aims to acknowledge, investigate and report on the outcome of your formal complaint and any resulting action within 20 working days of receipt of your complaint. These timescales may be extended by the College in certain circumstances e.g. where the issues raised by a complaint are serious ones or to take account of College holidays.

The Next Step

If you are not satisfied with the response you have received you have the right to request a review.

You should request a review of your complaint in writing to Angela Edwards (Director of Performance & Quality at the Capital City College Group) via email to angela.edwards@capitalccg.ac.uk. This must be made within 10 working days saying why you are requesting a review. You may supply additional evidence. A review will only be carried out for one of the following reasons:

- New evidence has come to light which was not previously available
- You consider the College's response to your complaint to be insufficient
- The complaints procedure was not followed.

For Further Education courses and Apprenticeships if you are not satisfied with the results of the review, you can complain to the Education and Skills Funding Agency. For Higher Education courses awarded by a University you can take your complaint to the University only after the College complaints process has been completed and you are still dissatisfied. For Higher National courses you can take your complaint to the Office of the Independent Adjudicator once the College complaints process has been completed and you are still dissatisfied.

Confidentiality

All Complaints records are confidential, but they are open to the Principalship and the Head of Quality to help them understand learners' concerns as soon as they arise.

FLOW CHART OF THE COMPLAINTS PROCESS

