

city college

brighton and hove

City College Brighton & Hove

Feedback Policy

The vision of City College Brighton and Hove is to be an outstanding centre for education and training. We actively seek feedback about our services to help us improve.

Feedback

We welcome comments and suggestions from students, parent(s) / guardian(s), employers and members of the public about the services we provide. Anyone wishing to give feedback, comments, concerns or complaints about the College's policies or services can do so by completing one of our Feedback Forms available from Pelham Tower at Reception, the Student Centre and Guidance & Admissions; the Connaught Centre Reception or the City College East reception. Current students can also:

- speak to a tutor;
- contact the person in charge of the relevant area;
- raise concerns with a course representative or member of the Students' Union Executive. They can relay your concerns to the appropriate College staff.

Our Feedback Forms give the opportunity to make informal and formal feedback. Informal feedback may not require an investigation or written response but does help us to improve the services we offer. If an individual's concerns are of a serious nature then a formal complaint can be made. We recognise that we have a duty to provide clear and fair procedures for investigating and resolving formal complaints.

Informal Stage - Feedback

It is important to the College that any concerns an individual has are dealt with as quickly and sensitively as possible.

Current Students

Students should initially raise any course related concerns they may have with members of teaching staff. All students have the right to raise a complaint but the College does expect that students will attempt to resolve the matter directly with an appropriate member of staff before using the formal procedure. This is called the Informal Stage.

For concerns which are unrelated to your course you should speak promptly and directly with an appropriate member of staff, who will be responsible for dealing with the matter immediately. Student Services can help to identify appropriate members of staff and support you in giving informal feedback. It should be possible to resolve most problems quite quickly in this way, avoiding stress and saving time.

If your concern is of a serious nature then it is advised that you make use of the formal procedure as set out below.

Members of the Public

Please use our Feedback Forms to give informal and formal feedback about our services. You may not receive a written response to informal feedback but we do record and monitor the feedback we receive and your comments and suggestions will be considered when we are looking at ways to improve our services.

If your concern is of a serious nature then it is advised that you make use of the formal procedure as set out below.

Formal Stage – Written Complaint

The procedure detailed below covers the recording and investigation of all formal complaints received by the College.

Definition: The College defines a formal complaint as “any expression of dissatisfaction received in writing and requiring a formal, written response”.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and resolved in a satisfactory manner.

Scope: Students, parent(s) / guardian(s), employers, general public and external agencies. Complainants may prefer matters to be raised on their behalf by a chosen representative, for example a friend, parent, guardian or support worker. In this case the complaint should be signed by both parties.

Responsibility of the College: The College will:

- ensure that complaints are dealt with in timely fashion, effectively, reasonably and in a manner sensitive to all involved;
- support an individual in making a complaint if necessary. This could be in the form of a scribe or by simply providing a safe environment in which a complaint can be composed;
- acknowledge the formal complaint and aim to respond clearly and concisely within the stated time period – please see Figure 1;
- keep accurate records of complaints received to ensure that the analysis of complaints helps to continuously improve the college’s services to students, staff, employers and the general public;
- take action where appropriate;
- welcome issues being brought to its attention as a mechanism for improving its services.

Responsibility of the Complainant: The complainant will be expected to:

- bring their complaint to the College's attention as soon as possible after the reason/event causing them to complain
- explain the problem, in writing, as clearly and fully as possible, including any action taken to date
- allow the College a reasonable time to deal with the matter
- recognise that some circumstances may be beyond the College's control

Supporting Documents

- Complaints Procedure QA 06
- Feedback Form
- Managing and Investigating Complaints – Guidelines for Staff
- Complaint Investigation Report Template
- Complaints Interview Form

Confidentiality: Every attempt will be made to ensure the confidentiality of a complainant and the contents of their complaint. However, where a complaint is of a personal nature against an individual, it is likely that the complainant's identity will be revealed at some stage in all but the most exceptional cases, so that there can be a fair investigation. For example, where a complaint is made against an individual, that person has the right to know who is complaining against them and what the nature of the complaint is.

Data Protection: All complaints will be kept and stored according to the relevant Data Protection legislation. If you have concerns about how your personal data is used or stored, or you wish to exercise your rights under the Data Protection Act, please write to the Clerk of the Corporation, City College Brighton & Hove, Pelham Street, Brighton, BN1 4FA.

Child Protection & Safeguarding: If the College receives information that a young person is, or has been, put at risk of harm then, after a full discussion with the young person involved, the information may have to be shared with the relevant statutory agencies in accordance with the College's Child and Young Persons Protection Procedure.

Monitoring & Reporting: analysis of complaints will help to continuously improve the college's services to students, staff and the general public so regular reporting to the College Leadership Team will take place.

Review: The College will review the Complaints procedure annually and complainants will be able to contribute to this review by completing the Complaints Procedure Feedback Form sent out with every response. Students will also be given

the opportunity to comment on the procedure through the Student Voice feedback mechanisms.

Making A Formal Complaint

Anyone wishing to make a formal complaint can do so by completing a Feedback Form. These are available from the Student Centre, Guidance & Admissions, Pelham Tower Reception and Wilson Avenue Reception. Complaints will also be accepted by letter and email. The email address for making any suggestions, comments or complaints is Quality@ccb.ac.uk

Where complaints are received by telephone the complainant will be asked to put their concerns in writing.

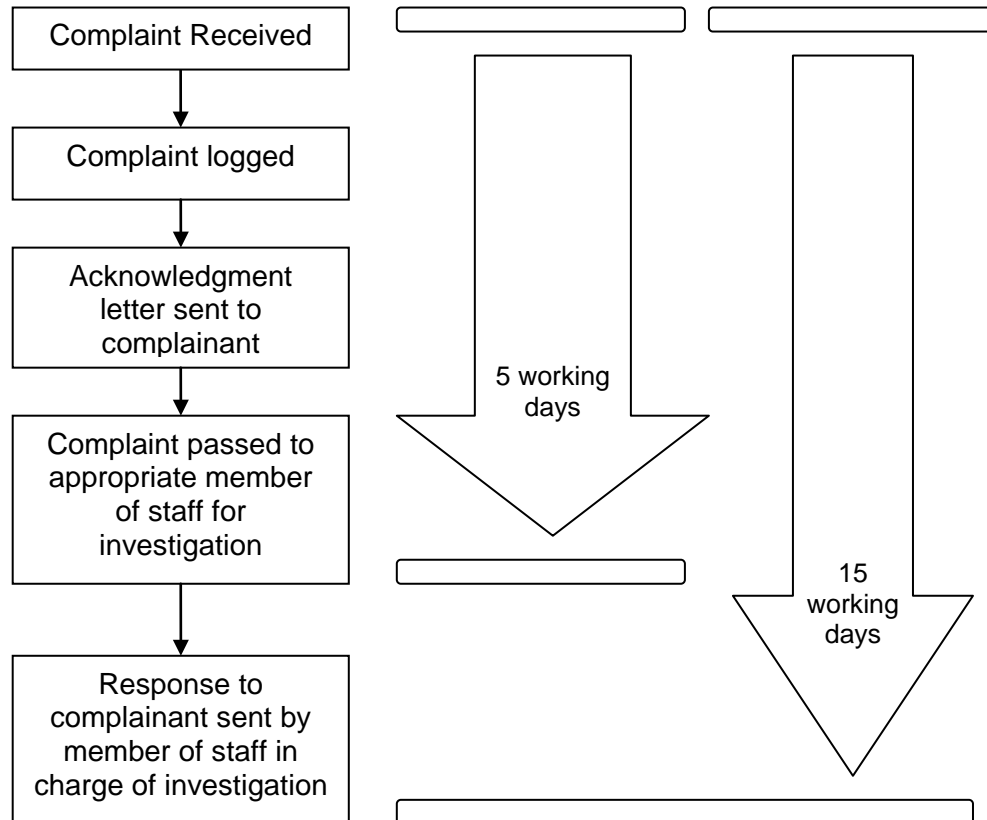
NB: For any individual with learning difficulties, disabilities or speech/language support requirements which limits their ability to complete a Feedback Form the College will offer appropriate support. This may include accepting a complaint by telephone or providing a scribe for a complaint to be made by dictation. Each case will be assessed on an individual basis.

All complaints should be addressed to Quality Team, City College Brighton and Hove, Pelham Street, Brighton, East Sussex BN1 4FA.

The Quality Team will ensure that a complaint is logged and passed on to the most appropriate member of staff for investigation. This will normally be a member of the College Management Team. Please note that the Quality Team will simply administer the process and will not be involved in the investigation. We will only be able to answer questions about which stage your complaint has reached and which member of staff is responsible for the investigation.

The flowchart in Figure 1 details the timescales in which the College would hope to respond to any formal complaint:

Figure 1: Complaints Procedure Flowchart



Outcomes

You will receive a written response to any formal complaint you make. You should receive this within 15 working days of the College receiving your complaint. If the College is unable to meet this timescale due to staff absences or the need for further investigation then we have a responsibility to inform you of this in writing and advise you of a revised response time.

During an investigation it may be necessary to meet with you or any other relevant parties. If this happens then a written record will be kept of the meeting which all attendees will be asked to sign.

Your response letter should address all of the concerns raised in the original complaint. If you are not happy with the response you receive then you have the right to appeal.

Appeals

If you make a formal complaint and are not happy with the response you receive then you have the right to appeal. To do this you need to write to the Quality Assurance Manager within 15 working days of receiving your response. You will need to tell us why you are not happy with the original response. Your appeal will go to a member of the College Leadership Team. If you still do not receive a response that you are happy with then you can make a second appeal to the Principal. Again, you will need to submit this appeal in writing and tell us the reasons you are not happy. If the response from the Principal still does not satisfy you then, at your written request, your appeal can be forwarded to the Corporation whose decision would be final.

If you want support in making an appeal then please speak to either a tutor if appropriate or alternatively you can contact a member of the Quality Team who will be happy to help. The flowchart in Figure 2 shows the appeals process:

Figure 2: Appeals Process

