

EASTLEIGH COLLEGE

CUSTOMER COMPLAINT/FEEDBACK PROCEDURE

Eastleigh College places a significant emphasis on customer feedback and views the complaints process as a valuable tool to drive improvements in the quality of its services. The policy of Eastleigh College is to respond to all suggestions, whether positive or negative, in a prompt and courteous manner. All complaints will be treated seriously.

A problem raised can be informal (issue) or formal (complaint).

What is an issue?

An issue (or informal complaint) is a matter which a customer wants to raise with a member of College staff without using the formal complaint process. Issues are usually quick to resolve and unlikely to require an in-depth investigation.

What is a complaint?

The College defines a complaint as an expression of dissatisfaction about:

- The standards of service received from a teaching or support department
- Action or lack of action by the College or its staff

Dealing with issues (informal complaints)

In the first instance issues should be raised with the person who has day-to-day responsibility for the area in which the matter occurs.

The person receiving the issue should make notes on its nature; keep the contact details of the person making the issue and how it was dealt with. The staff member should file these notes safely and confidentially.

If the complainant remains dissatisfied following the response, they should make the complaint formal and adhere to the following process.

Formal complaints

All formal complaints should be put in writing to:

Deputy Chief Executive (Teaching & Learning)
Eastleigh College
Chestnut Avenue
Eastleigh
SO50 5FS

Any complaints directed to other Eastleigh College managers will be referred to the Deputy Chief Executive (Teaching & Learning) in the first instance.

- All formal complaints will be acknowledged by the Deputy Chief Executive (Teaching & Learning) within two working days of receipt.
- The complaint will be investigated by the appropriate manager and a response to the complainant will be made within seven working days.
- Upheld complaints must be followed up to check complainant is happy with resolution.

Appeals

If the complainant is unhappy with the outcome of the complaint, a review of the matter may be undertaken by the Chief Executive & Principal.

If the complainant is still not satisfied with the outcome following the Chief Executive & Principal's review, they can send their complaint to Eastleigh College's governing body by writing to:

The Clerk to the Governors
Eastleigh College
Chestnut Avenue
Eastleigh, SO50 5FS

HE funded courses

For students studying an approved HE programme with a partner Higher Education Institution (HEI) and in receipt of student funding, the College's internal complaints procedure should be followed.

If students are still unhappy with the outcome they should refer to the relevant HEI's complaints procedure.

If their complaint remains unresolved, they can take their unresolved complaint to the Office of the Independent Adjudicator for Higher Education. This is the designated operator of the complaints handling scheme for HE.

Office of the Independent Adjudicator (OIA)
Second Floor, Abbey Gate
57-75 Kings Road
Reading, RG1 3AB

Tel: 0118 959 9813
Via website: www.oiahe.org.uk

Other funded courses

The Skills Funding Agency is the monitoring organisation for all other Government funded courses and may be approached if the complainant feels that the College's complaints process has not been followed. A complaint may be sent in writing to:

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

Monitoring and quality assurance

Monthly data summarising compliments, complaints and outcomes will be presented to the Communication & Consultation Group.

Complaints involving Protected Characteristics are monitored and recorded through the annual Equality & Diversity Report.

Data Protection

In order for a complaint to be investigated satisfactorily, the College may require to share information with relevant staff and third parties (for example curriculum managers or the Skills Funding Agency).

Eastleigh College is registered under the Data Protection Act 1998 and operates within the eight principles of Data Protection. For full details of the Data Protection Declaration please visit www.eastleigh.ac.uk and click on Data Protection at the foot of the page.

If you would like any part of this document in large print, translated into braille or in audio, please call us on 023 8091 1299 and we would be delighted to help. Eastleigh College may also be able to provide basic communication between BSL users and hearing people.

Revised by Curriculum Managers 18.3.16
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