



**NOTTINGHAM
COLLEGE**

Getting it Right

How to make your views known
or make a complaint

We have tried to make our complaints process easy to understand and use.

The Informal Approach

One of the main reasons people become unhappy with the service they receive is because they feel nobody is listening to them. Usually problems can be resolved informally at an early stage by explaining the situation and discussing ways forward. We call this the informal approach and we recommend you start here.

A member of staff will work with you on an informal basis to find a solution to the issue. This could be as straightforward as having a discussion with your tutor.

If your complaint has been dealt with by local resolution you can expect an informal response to your issue.

Who can I talk to?

This may depend on what the complaint is about. Your tutor might be the person to talk to first or you might prefer to arrange to talk to a manager who is responsible for your programme area.

There are other people who can advise you. You could speak to:

- Careers and Destinations Coach
- The Student Representative for your course
- Achievement Coach
- Any other members of staff you feel comfortable talking to

Timeframe

To enable a speedy resolution, any concern or complaint should be raised as soon as possible and within 3 months of the event.

Please note this process is for all further education and general College complaints. If you are a higher education student, please refer to the Higher Education Complaints Policy and Procedure and Getting it Right for Higher Education Students.

I've tried that and I'm still not happy. What can I do now?

The Formal Approach

Details of the complaint and proposed resolution should be placed in writing and sent to the Complaints team. Please contact the Complaints team if you need any support in writing the complaint.

Our contact details are:

- feedback@nottinghamcollege.ac.uk
- Complaints Team, Nottingham College, Clarendon Campus, Pelham Avenue, Nottingham, NG5 1AL

The Complaints team will acknowledge your complaint within 3 working days of receipt. An appropriate manager will conduct an investigation into the points raised in your complaint and aim to provide a formal written response within 10 working days*.

What happens once my complaint has been investigated?

Following a thorough investigation by an appropriate manager you will be advised of the outcome. Examples of possible outcomes are:

- You will receive an explanation or apology.
- We may improve or change our procedures in light of the investigation.
- In some cases, there may not be enough evidence available to take any action over your complaint.
- There may have been factors of which you were unaware.

Data Protection / Information Release

It is expected that students will assume responsibility for all communication with the College and for drawing attention to any problems or concerns. However, we are aware that parents/guardians or other individuals may on occasion contact the College if they have concerns.

The College will release information to a parent/ guardian/third party only with the express written consent of the student. On receipt of such consent we will communicate directly with the parent, guardian or third party acting on behalf of the student.

What if I don't agree with the outcome?

The Appeals Process

If you are not satisfied with the outcome of your complaint, you can appeal against the decision. The purpose of the appeal is to consider if the correct procedure has been followed during the formal complaint stage and if the outcome was reasonable.

An appeal will only take place if one or more of the following apply:

- There is new evidence for consideration which materially affects the outcome
- Not all of the evidence was considered when coming to a conclusion
- Other procedural irregularity in the process

Your next step is to complete an Appeal Request Form and send it to the Complaints team within ten working days of the date of the complaint response letter.

The appeal will then be reviewed by a senior member of staff and a response will be made within 20 working days* of confirmation that there are grounds for appeal.

I'm still not satisfied. What's the next step?

If you feel we have not resolved the problem satisfactorily you may ask the ESFA to review your complaint. The ESFA will review if the College has followed its own procedures correctly. The contact details are:

The Complaints team,
Education and Skills Funding Agency,
Cheylesmore House,
Quinton Road,
Coventry,
CV1 2WT

Or via: complaints.esfa@education.gov.uk

Higher Education Students

Higher education students should refer to the Higher Education Complaints Policy and Procedure and Getting it Right for Higher Education Students.

**Deadlines may be extended outside of term-time due to the availability of the staff involved or if further investigation is required. In this event, the complainant will be notified.*