

How you can help

As a College we aim to be friendly and helpful and we hope that you are happy with the services we give. Your feedback, both good and bad, is vital to give us the information we need to improve our services and to celebrate our successes.

What we will do

If you give us feedback we will:

- ensure the good work of the staff named is/are recognised
- look at ways to spread good practice throughout the College
- investigate any suggestions you make on how we can improve further
- thank you for your help

A complaint is

If students feel that the College or its staff are not providing an acceptable level of service or have failed to provide a service then a complaint can be made.

The Complaints Procedure covers all Further Education Students for a period of up to 20 days after the last date of required attendance or being informed of your qualification.

What you can expect

On receipt of a complaint the College will take reasonable steps to resolve concerns. You can expect us to:

- listen carefully and respond within a reasonable time
- deal fairly and sensitively with your concern
- take action where appropriate
- keep you updated and informed
- respect privacy if requested
- guarantee that no student making a complaint in good faith will suffer in any way as a result of having made that complaint

Useful Contacts

FE Complaints Officer

Great Horton Road
Bradford
BD7 1AY

✉ feedback@bradfordcollege.ac.uk

☎ 01274 433018

Director of Student Services

Great Horton Road
Bradford
BD7 1AY

☎ 01274 433097

Students' Union

Great Horton Road
Bradford
BD7 1AY

✉ s.union@bradfordcollege.ac.uk

☎ 01274 433007

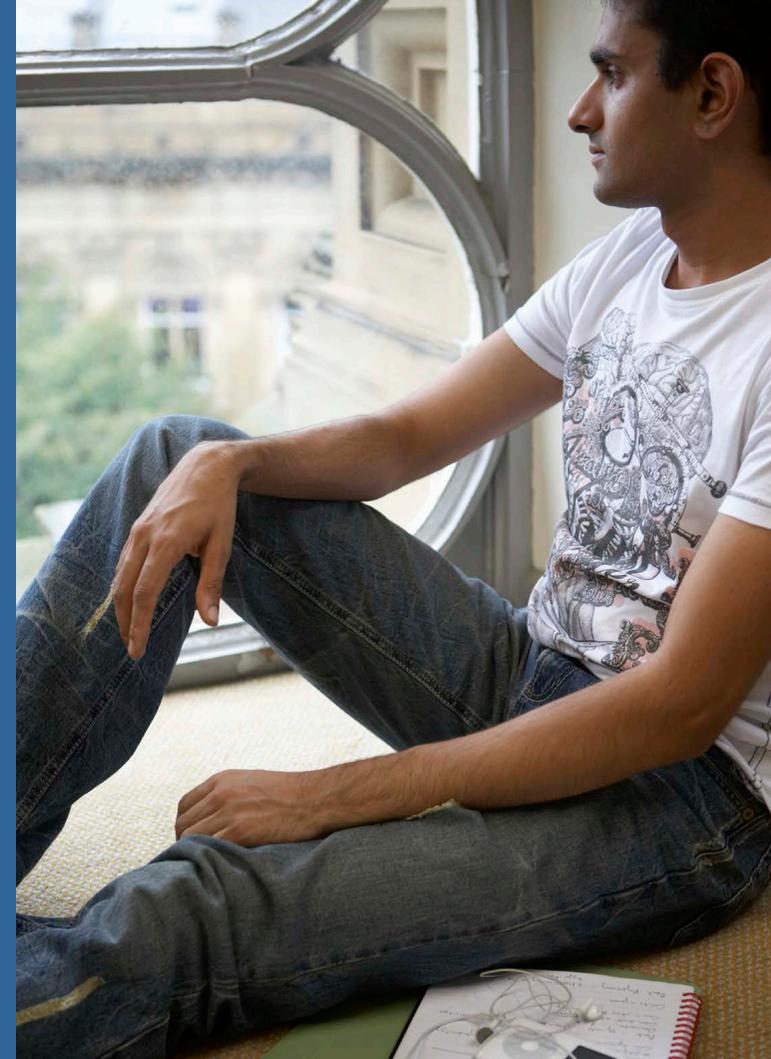


@bradfordcollsu



@bradfordcollsu

This information can be made available in Braille, large print, electronically or on audio CD on request.



Further Education Complaints & Feedback



Making a complaint

We ask you to be prepared to:

- explain the problem reasonably, clearly and fully
- describe what you have done about the issue so far
- give us reasonable time to deal with it
- recognise that some things are beyond our control
- inform us of any special requirement you may have to help you make a complaint

Step 1: Informal

If appropriate, try to discuss your concerns with the person immediately involved as soon as possible and within 20 working days of something of concern occurring. If you feel unable to approach the person concerned, please contact any member of staff or the Students' Union.

For academic matters, please contact your Programme Manager. Where the issue is about the College's services, contact the manager of the relevant service.

If a concern is not covered in this procedure we will signpost you to the correct route of action.

If you are unsure, please contact the FE Complaints Officer who deals with the complaints. Contact details are on the back of this leaflet.

The manager will try to resolve your concerns within 10 working days.

Step 2: Formal

If you are unhappy with your response at Step 1 you can make a formal complaint. Formal complaints are required in writing. You can do this by post, in person or email at **feedback@bradfordcollege.ac.uk**.

This must be within 20 working days of the end of the informal stage (Step 1). If the formal complaint is not covered in this procedure we will signpost you to the correct route of action.

Tell us what you are complaining about, outline the facts as you see them, the steps you have taken to resolve the issue so far, give us permission to investigate and what you wish the outcome to be.

The FE Complaints Officer will acknowledge your complaint within 5 working days of receipt. Your complaint will be issued to a relevant manager to investigate. This will be a manager that has not been involved at the informal stage.

To ensure fair treatment of all, the investigating manager will take reasonable steps to gather information in order to make a decision. If we require further evidence, we will contact you.

We aim to complete the investigation within 20 working days, if this is not possible you will be informed of the progress made. When the investigation is complete you will get a letter responding to your complaint stating the findings and outcome.

Step 3: Appeal

If you are still not satisfied with the outcome of your complaint, contact us within 10 working days to say that you want to make an appeal and the reasons why you are not happy with the response.

We will only consider appeals if:

- the facts stated were not investigated
- the findings do not match the outcome
- the outcome is unreasonable (that the outcome was not a possible conclusion which a similar process might have reached)
- that the complaints procedure was not followed

The FE Complaints Officer will check that you have sufficient grounds to appeal and, if so, will appoint an independent Senior Manager to head an appeal panel.

The Panel will meet to review your complaint and we will let you know the date of the meeting in case you wish to attend. We will inform you of the outcome within 20 working days.

This ends the College's formal complaints procedure.

If you are still not satisfied with the outcome you can contact the Skills Funding Agency (SFA). For more information see <http://bit.ly/SFAComplain>

