

Policy/Procedure Name: Complaints Process Guidance

Policy/Procedure Number: D004a

Date of Approval: February 2014

Review Date: March 2014

Role Responsible: Deputy Principal

Approved By: SLT and Governors

We hope these procedures will make it as easy as possible for you to register your formal complaint with us.

What are these procedures for?

These procedures cover formal complaints about the service provided by Brooklands College or the treatment you received whilst in College. They DO NOT cover complaints about the academic assessment process i.e. grades and marks (These are covered by the Appeals Procedure available from your course tutors and on the website)

Who can use the complaints procedure?

Anyone who wishes to register a formal complaint, whether as an individual or as a group with a named lead to receive response.

What happens if I make a formal complaint?

Making a formal complaint means that:

- Your complaint is taken seriously by the
- Your complaint is dealt with quickly by the
- You will receive an initial written response within 5 working
- You will receive a final written response within 20 working
- You will be given the reasons for our
- You will receive a written apology from the College if your complaint is upheld
- Matters will be put right if possible

What if I don't want to make a formal complaint?

If you are unhappy about the service being offered but don't want to make formal complaint, then share your problem with a member of staff, teacher or your tutor who will support you in getting help.

If you are not satisfied with the action taken, you can still make a formal complaint. How to make a formal complaint:

- Make a formal complaint in writing in a letter or email
- Try to make your formal complaint at the time the problem arises or as soon after as possible. Remember to include specific relevant details – dates, times, persons involved, as well as your course if relevant.
- Address your complaint to: The Deputy Principal, Brooklands College, Heath Road, Weybridge, Surrey, KT13 8TT. E-mail: complaints@brooklands.ac.uk.
- State that you wish to make a formal complaint.
- Provide the basic facts as you see them and say what you would like to be done.
- Provide your name, address, and the title of your course or programme or the college service you are using (e.g. restaurant etc.).
- Keep a copy of your letter or e-mail.

Can I get help and assistance to make a formal complaint?

Yes. If you are a student of the college and would like help and assistance in presenting your complaint you may contact your Personal Tutor or Admissions for support. Please note that members of staff are not able to provide any advocacy or representation for students as this may lead to a conflict of interests.

Having done all this, what if I'm not happy with the response I receive about my complaint?

You can appeal in writing to the Principal or if appropriate an external body such as a linked HE provider or funding body, stating why you are not satisfied with the outcome.