



## 1. Introduction

We aim to provide you with the best possible services and to put you first whether you are learner or a member of the public using college services or visiting college premises.

If you are dissatisfied about anything we have done or if there is anything you feel we should have done but failed to do, please tell us. Unless you let us know we will not be able to put it right.

Because we care about you we aim to investigate effectively and fairly any complaint we receive. We will do our best to put right any mistakes we find, and we will always tell you the result of our investigation.

When you contact us please indicate clearly how you hope to see the matter resolved and the outcome you would like. Keep a note of discussions you have at each stage with anyone involved and the dates on which they take place. Also, keep copies of relevant documents.

*Note: A member of the HelpZone can act as an advocate on behalf of students. If you need help in preparing your complaint or support during the process, do not hesitate to contact a member of the HelpZone team. Higher Education (HE) students should use the procedures agreed with Plymouth University - see the HE student handbook or contact the HE administrator.*

## 2. How to make a Complaint

If you have a complaint, please make it in the following way:

- 1 Discuss the matter with the person directly involved if you feel you can do so. It is always best to resolve matters informally if at all possible.
- 2 If it is not possible to do this, or if you are not satisfied with the outcome, then contact one of the following at the college who will do their utmost to help you resolve the problem:
  - your course/personal tutor (for students)
  - your Section Head (for students)
  - your Assistant Principal (for students or members of the public)
  - Student Support Team at HelpZone (for students or members of the public)
  - Quality Manager (for students or members of the public)
- 3 If you are still dissatisfied, please complete a Complaint form. These are available from HelpZone, the Learning Technologies and Resource Centre, Department Offices and Reception. If you need help in filling this form then contact a member of the HelpZone team. Return your completed complaint form to any of the named places.
- 4 On receipt the quality office or the Assistant Principal/Senior Manager involved will acknowledge your complaint immediately. An appropriate member of staff will investigate and report back within 10 working days.
- 5 If you are not satisfied with the way your complaint was handled, please write directly to the Vice Principal (Curriculum, Performance & Quality) who will ask the Quality Manager to investigate further.
- 6 If you are still dissatisfied, you may appeal directly to the Principal. You will need to do this in writing.

**South Devon College  
Complaint Form 2015 - 2016**



YOUR DETAILS (in Block Capitals please)			
<b>NAME:</b>			
<b>ADDRESS:</b>			
<b>TELEPHONE:</b>		<b>EMAIL:</b>	
<b>TITLE OF COURSE (IF RELEVANT)</b>			
<b>Your Complaint:</b>			
Please give details of your complaint below considering what do you think the College did wrong or failed to do? <i>(continue on the reverse of this form or attach a different sheet (as necessary))</i>			
<b>What do you think the College should do to put things right?</b>			
<b>What outcome do you seek?</b>			
Please indicate if you have contacted the College about this matter before?		<b>YES</b>	<b>NO</b>
If so, when? (please give approximate date:)			

Please sign and date this form. If someone has completed this form for you please obtain their name and signature also. Thank you			
<b>Support name (printed) and signature (if different from complainant)</b>		<b>Date:</b>	
<b>Complainant signature:</b>		<b>Date:</b>	

Please return to:

Quality Manager  
South Devon College  
Vantage Point  
Long Road  
Paignton  
Devon  
TQ4 7EJ

# SOUTH DEVON COLLEGE COLLEGE COMPLAINTS PROCEDURE 2015 - 2016

