

# INTERNAL PROCEDURE



## Title: Complaints Procedure

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**EXECUTIVE OWNER:** Corrienne Peasgood  
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**Accessibility:** If you would like this information in an alternative format, e.g. Easy to Read, large print, Braille or audio tape, or if you would like the procedure explained to you in your language, please contact the College's marketing team on 01603 773 169.

Further information: If you have any queries about this policy or procedure, please contact the named policy holder or the College's marketing team on 01603 773 169.

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# Introduction to making a complaint

The College takes all complaints seriously and welcomes all forms of feedback to help improve its services. If you wish to give constructive feedback, are dissatisfied with a service or have a general complaint to make, this is what to do:

## 1. **Talk to the person concerned or your Head of Area in the first instance – most issues can be resolved quickly in this way.**

You can ask your course representative or the Students' Union President to do this for you or to support you in doing so.

If you are not happy with the response, or do not feel able to discuss the problem, please complete and submit a complaint form.

## 2. **Complaint forms are available electronically from Blackboard under Student Charter and Policies, or in paper format from:**

- The Advice Shop (Norwich)
- The Advice Shop (Paston)
- Jubilee Reception (Easton, Jubilee Building)
- Students' Union Office (Room A40a Norwich or email [studentunion@ccn.ac.uk](mailto:studentunion@ccn.ac.uk))

Your course representative or the Students' Union President can provide help in filling in this form.

## 3. **What happens next?**

Complete the complaints form and hand it in to any of the areas as noted above or scan a copy and email it to [information@ccn.ac.uk](mailto:information@ccn.ac.uk).

You will receive confirmation that your complaint form has been received (usually within 2 days and normally via email).

You will receive a full written response within 10 working days of date of confirmation of receiving your complaint form.

If you are not satisfied with the initial response to your complaint you may ask the Principal to reinvestigate.

If you are still not satisfied, you may have the right to appeal to an outside organisation.

For more information regarding your right to appeal outside of the organisation please contact:

The Executive Office, Room B40, City College Norwich, Ipswich Road, Norwich NR2 2LJ.  
Tel. (01603) 773615

# Complaint Form (page 1)

**COMPLAINT DETAILS  
CONFIDENTIAL**

I have raised this complaint with the person concerned and/or the Head of Area but the problem has not been solved.

Yes/No (Please delete as appropriate)

**Your Details**

Name .....

Address.....

.....

Telephone no .....

Student ID number (if applicable) .....

Curriculum Area / Course (if applicable) .....

.....

**Please state your complaint:**

Please state your preferred outcome to this complaint Once your complaint has been investigated what would be your preferred outcome?

We will endeavour to meet any reasonable preferred outcome if the complaint is upheld.

Signature.....

Date.....

**PLEASE READ THE EXPLANATORY NOTES OVERLEAF**

# Complaint Form (page 2)

## Making a Complaint

Problems can usually be resolved by discussing them with the person concerned or your Head of Area. If you have not been able to resolve your problem this way:

- complete this form
- put it in an envelope marked **complaint**
- hand it in at the relevant college site main reception, post it to *The Executive Office, Room B40, City College, Ipswich Road, Norwich NR2 2LJ* (or scan a copy and email it to [information@ccn.ac.uk](mailto:information@ccn.ac.uk)).

Staff in the Advice Shop or the Students' Union can help you fill in the form, if required.

## What happens to your complaint?

We want to respond to your complaint as quickly as we can:

- your complaint form will be passed to the Executive Support Team who will write to you, normally, within two working days so that you know your complaint has been received
- your complaint will be investigated
- you will be sent a written response within 10 working days of the confirmation of receipt date
- if more time is needed to investigate your complaint, you will be notified explaining how long it is likely to take.

A copy of the full procedure can be obtained from any of the following locations: the relevant college site main reception, The Advice Shop reception in room A1, the Students' Union office (room A40a) on our Norwich site. The Advice Shop at our Paston site or at our Jubilee reception at our Easton site. Alternatively, the procedure is available electronically on Blackboard under Student Charter and Policies.

# How to make a complaint and what happens next

## Introduction – Why Complaints are Important

City College Norwich (CCN) takes complaints seriously. It is important to address the issues raised by complaints because they allow us to rectify faults or shortcomings in our provision. We can also respond to complaints in a positive way that allows us to improve the operation and services of the College.

We should also be aware that dissatisfied customers are very likely to discuss their complaint with a range of other people. Complaints which are not addressed to the satisfaction of the complainant may well lead to the reputation of the College being tarnished. In addition, we should recognise that people who complain about the College also represent another group of customers; those who are just as dissatisfied but cannot be bothered to take action or lack the confidence to do so.

Thus, dealing successfully with complaints will improve the provision that we make, improve the reputation of the College and give us knowledge to help us develop in a positive way.

## The Complaints Procedure

Any student or other customer of CCN can raise a complaint about any aspect of college services and have their complaint dealt with in a speedy, fair, thorough and confidential manner. Wherever possible a solution will be found that is satisfactory to all concerned and the underlying causes of the problem will be removed so that the problem does not recur.

Help regarding the operation of this procedure is available from the Advice Shop or the Students' Union ([studentunion@ccn.ac.uk](mailto:studentunion@ccn.ac.uk)).

### Further Education

Complaints about Further Education assessment processes or outcomes should be made using the Assessment Appeals Procedure, which is available from the Advice Shop or the Students' Union ([studentunion@ccn.ac.uk](mailto:studentunion@ccn.ac.uk)).

### Higher Education

If you are studying on a programme of Higher Education and your complaint is of an **academic** nature you should use the Academic Appeals and Academic Complaints Procedure which is available on Blackboard under HE@CCN/Regulations and Procedures. If your complaint is of a general nature, please follow this procedure.

## **Making a Complaint**

### **Step One**

Talk to the person concerned or the Head of Area. Your concerns will be taken seriously. Most complaints can be resolved quickly at this point. You can also ask your course representative to raise issues of concern on your behalf.

### **Step Two**

If you are not satisfied with the response or feel unable to discuss the issue directly then this is what to do. Complete a complaint form and hand it in at the relevant college site main reception or email it to [information@ccn.ac.uk](mailto:information@ccn.ac.uk). **Complaint Forms are available electronically from Blackboard under Student Charter and Policies, or in paper format from:**

- The Advice Shop (Norwich, room A1)
- The Advice Shop (Paston, room SC.0.1)
- Jubilee Reception (Easton, Jubilee Building)
- Students' Union Office (Norwich, room A4a; or email [studentunion@ccn.ac.uk](mailto:studentunion@ccn.ac.uk))

### **Responding to a Complaint**

The Executive Support Team will normally acknowledge receipt of the complaint within two working days.

A copy of the complaint will be sent to the manager responsible for the service to which the complaint relates who will carry out an investigation and make a full response to the Executive Support Team. Normally this will be done within 5 working days to allow a full written reply to be made to you within 10 working days of initial receipt. Otherwise you will be given a reason for the delay.

The Executive Office will maintain a log of complaints.

### **Complaints direct to the Principal**

Complaints that are sent directly to the Principal by letter will be dealt with as above.

### **Complaints received by phone**

Complaints received by phone will be recorded by a member of staff on the attached complaints form and sent to the Executive Support Team.

### **What to do if you are dissatisfied with our response**

If you are not satisfied with the response you receive you may ask the Principal to reinvestigate. Do this by writing to her within 10 working days of receiving our response. After a further investigation, you will receive a full reply within 10 working days.

### **Right of Appeal**

If you are not satisfied with the response from the Principal then, depending upon the nature of your complaint you may have a further right of appeal to an external body. If this applies to you the Executive Support Team will inform you and provide contact details for your appeal. This right of appeal could apply if:

- you are taking a further education course, then you could appeal to the Skills Funding Agency;

- you are taking a higher education course validated by the University of East Anglia (UEA) and your complaint relates to an academic judgement or outcome. In this situation you may be entitled to appeal to the UEA and possibly afterwards to the Office of the Independent Adjudicator for Higher Education (see the Academic Appeals and Academic Complaints Procedure);
- your complaint relates to our adherence to the Data Protection Act 2018 or General Data Protection Regulations (GDPR), then you could appeal to the Office of the Information Commissioner.

### **Complaints Against the Students' Union**

If you are dissatisfied with your dealings with the Students' Union you have the right to have the complaint investigated. This applies whether or not you are a member of the Students' Union. If you are a student who is not a member of the Students' Union and feel that you have been unfairly disadvantaged as a result of opting out of the Union, you also have the right to have your complaint investigated.

A student who has a complaint about the Students' Union should follow the above procedure.

**The complaint will be investigated by the Executive Support Team and the above procedure followed.**

### **Monitoring Complaints – Quality Improvements**

In order to monitor our response to complaints and to ensure that there is effective feedback into the delivery of courses and services, there will be termly reporting of the pattern and nature of complaints received.

Significant trends and the actions taken to resolve complaints and appeals are will be reviewed by the Executive Management Team and submitted to Governors who will be asked to reflect and evaluate the effectiveness of the College's complaints and appeals procedures for enhancement purposes. The report will not name or identify complainants.

### **Annual Complaints Report**

The Executive Manager will prepare an annual summary report of all complaints received. The report will not name or identify complainants or members of staff. This report will go to:

1. The Student Parliament (summary of complaints from students only)
2. The Executive Team
3. The Corporation
4. College Managers

### **Confidentiality**

All complaints will be treated as confidential and details will only be shared with the people who need to know in order to implement this complaints procedure. This will include the appropriate people at the University of East Anglia (UEA) for UEA validated courses.