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| http://staffhub.waltham.ac.uk/wfc_templates/Shared%20Documents/New%20WFC%20Logo%20Final%20-%20Black.jpg |
| **Complaints Procedure** |
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| |  |  | | --- | --- | | **Date of Issue:** | 28 August 2015 | | **Approved by:** | Executive | | **Version:** | 3 | | **Last Review:** | **Revised on 8 January 2018** | | **Next Review:** | This procedure will be reviewed at least every three years and revised as needed. | | **Availability:** | Sharepoint  [www.waltham.ac.uk](http://www.waltham.ac.uk)  Moodle  We will consider any request for this policy to be made available in an alternative format or language. Please contact Human Resources. | | **Contact:** | Quality | |

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| All our policies and procedures are subject to equality impact assessments to see whether the policy/procedure has, or is likely to have, a negative impact on grounds of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex or sexual orientation. We are always keen to hear from anyone who wishes to contribute to these impact assessments. Please contact Human Resources. |

# Our Mission

* To deliver outstanding teaching, learning and support to meet the needs of individuals and employers.
* Inspire our students to develop the high quality skills and knowledge they need to be successful in their future lives.

# Policy Statement

2.1 We recognise that occasionally mistakes will be made or the service offered will not meet your expectations or requirements. The College welcomes complaints from all members of the community and will use this process to improve its services.

2.2 A complaint is an expression of dissatisfaction, grievance or fault finding about the College and will be taken forward to impact positively on future service/delivery.

2.3 All complaints are logged, whether dealt with formally or informally, to ensure fairness, and to mitigate any further action.

# Application and Scope

3.1 The College will thoroughly investigate any complaint, whether formal or informal, relating to the day-to-day operation of the College and the standards of service we provide.

3.2 Areas not covered in this policy are:

* 1. Curriculum content or examination results where other forms of redress are more appropriate.
  2. Any matter that is the subject of legal action.
  3. Any complaint which is deemed to be vexatious or malicious following investigation.

# The Procedures

The College expects that every effort will be made to resolve the issue locally through discussion and agreed actions. You should contact Student Services in the first instance to see if they can help you.

The College usually expects complaints to be made by the person concerned. However, it will consider complaints made by a third party, where appropriate.

There are three main areas of the Complaints Policy and Procedures as follows:

**4.1 Informal Complaints**

4.1.1 If you are not sure who to contact with regard to your complaint, please speak to Student Services. They may be able to help you in resolving the complaint or if not, they will be able to direct you to the relevant Assistant Principal or Support Manager.

4.1.2 Responsibility for the prompt follow-up of your informal complaint will lie with the relevant Assistant Principal or Support Manager. They should endeavour to resolve your complaint but may refer it if it is evident that a resolution is not likely to be met. This is done to prevent it becoming a more serious matter.

4.1.3 Where a complaint is resolved informally, you will not normally receive a formal written response.

**4.2 Formal Complaints**

4.2.1 Where an informal complaint is not appropriate for the issue, or an informal complaint does not result in a satisfactory resolution, you can submit a formal complaint. You should complete a Customer Feedback Card (Appendix A) which you can find in Reception or in Student Services. You can also submit your complaint in writing (addressed to the Director of Services for Students) or by e-mail ([www.waltham.ac.uk/contact/complaints-compliments.html](http://www.waltham.ac.uk/contact/complaints-compliments.html))

4.2.2 You should clearly set out the reason for your complaint and submit it as soon as you can.

4.2.3 You will receive a written acknowledgement from the Director of Services for Students **within three working days** and the details will be logged on the Complaints Database. All correspondence will be filed securely.

4.2.4 Your complaint will be passed to the responsible Assistant Principal or Support Manager who will carry out a full and fair investigation. You will receive a response detailing the outcome of the investigation **within fourteen working days**. If it is likely that the investigation will take longer you will be informed in writing.

***Where complaints are received within fourteen working days of a holiday period, or during a holiday period, it is expected that the complaint response will take longer due to the absence of appropriate staff to investigate. This will be confirmed to you in writing.***

**4.3 Appeals**

4.3.1 If you are not happy with outcome of the investigation, you may appeal against the decision. You must make your request for an appeal to the Director of Services to Students **within ten working days** of receipt your letter of outcome. Requests for appeals received later than ten working days will not normally be considered.

4.3.2 Your complaint will then be investigated by The Appeals Panel which will consist of a member of the Executive Team who was not involved in dealing with your original complaint. They will consider all the evidence available and will respond to you **within fourteen working days**. If the review is going to take longer than this then you will be informed in writing. The decision at the end of this appeal is final and will be communicated to you in writing.

4.3.3 If the College is unable to settle the complaint to your satisfaction then a complaint may be escalated to The Skills Funding Agency or, if appropriate, the Awarding Body for your qualification – see Appendix B for details of who to contact. Once these avenues are exhausted you have a final right to escalate your complaint to the regulatory body Ofqual.

**Addresses for Correspondence:**

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| Director of Services to Students  Waltham Forest College  707 Forest Road  Walthamstow  London  E17 4JB  **For Higher Education Courses:**  Higher Education Funding Council for England  www.hefce.ac.uk/reg/forstudents/qualityissues | Email: [complaintsteam@sfa.bis.gov.uk](mailto:complaintsteam@sfa.bis.gov.uk)  Complaints Adjudicator  Skills Funding Agency  Cheylesmore House  Quinton Road  Coventry  CV1 2WT |

## 4..3.4 **Complaints Ofqual can deal with**:

Ofqual views a complaint as an expression of dissatisfaction about an organisation or qualification they regulate. Ofqual want all users of regulated qualifications to receive a good service and to have things put right when they go wrong. A list of awarding organisations and qualifications Ofqual regulate can be found on their website under [Register of Regulated Qualifications](http://register.ofqual.gov.uk/).

Ofqual expect you to have already complained to the awarding organisation before coming to Ofqual. Ofqual also expect that the awarding organisation will have had an opportunity to resolve your complaint. You can complain to Ofqual about:

* + an awarding organisation’s alleged failure to comply with Ofqual [regulations](https://www.gov.uk/guidance/awarding-organisations-understanding-our-regulatory-requirements), see below for examples
  + the award of a regulated qualification by a recognised awarding organisation
  + issues that could undermine public confidence in regulated qualifications

When you complain to Ofqual, they ask that it is within twelve months of the action you are complaining about, and that you have completed all stages of the awarding organisation’s complaint process.

Examples of the types of complaint Ofqual can look into include:

* customer service issues, including how the awarding organisation has handled your complaint
* registration procedures for candidates and centres
* certification procedures for candidates
* potential or actual malpractice by someone involved with the exam or assessment

### Contact details for Ofqual are:

### Complaints Ofqual Spring Place  Herald Avenue Coventry CV5 6UB

Email: complaints@ofqual.gov.uk



**Customer Feedback Card**

**Tell us what we are doing well or what we need to do to improve**

Waltham Forest College values feedback from all our students and customers. The feedback you give us will be taken seriously and treated with sensitivity. All feedback received at the College will be used to improve the standard of service we offer you.

Please indicate whether you wish to make a (*please tick as appropriate*):

Complaint **** Comment **** Compliment ****

**Your Details:**

Name: Student Number:

*(if applicable)*

Address: Contact Number:

Email:

Age:­\_\_\_\_\_\_\_\_\_\_

If you are making a complaint, do you consider the nature of your complaint to be discrimination on the grounds of *(please tick as appropriate);*

**** Age **** Disability **** Gender **** Race

**** Religion **** Sexuality **** Harassment **** Bullying

**Please use this space to explain what it is you want to tell us about.**

*Please attach any additional information if you wish to do so*. *If you are making a complaint, include details of what* ***you*** *have done to resolve the complaint, and tell us what* ***we*** *can do to resolve the complaint.*

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Thank you for your feedback. If you are making a complaint, you will receive an acknowledgement within* ***three working days*** *and a letter following investigation within* ***fourteen working days.*** *Our complaints Policy and Procedures can be found on www.waltham.ac.uk*

***Please hand in to Student Services or Reception once completed***

# Appendix B

# Specific Awarding Body Information

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| **Acronyms** | **Full Title** | **Web Address** |
| AAT | Association of Accounting Technicians | <http://www.aat.org.uk/> |
| ASDAN | Award Scheme Development and Accreditation Network | <http://www.asdan.org.uk/> |
| BIIAB | British Institute of Innkeeping Awarding Body | http://biiab.bii.org |
| C&G | City & Guilds | <http://www.cityandguilds.com/> |
| CACHE | Council for Awards in Care, Health and Education | <http://www.cache.org.uk/> |
| CITB | Construction Industry Training Board | http://www.citb.co.uk |
| Edexcel | Edexcel | <http://www.edexcel.com/> |
| FAA | First Aid Awards Ltd | *http://www.firstaidawards.com* |
| FDQ | Food Industry Qualifications | http://www.fdq.org.uk |
| IMI | IMI Awards | <http://www.imiawards.org.uk/> |
| JCP | Job Centre Plus | 1. https://www.gov.uk/contact-jobcentre-plus‎ |
| NCFE | Northern Council for Further Education | <http://www.ncfe.org.uk/> |
| NOCN | National Open College Network | <http://www.nocn.org.uk/> |
| OCNER | Open College Network Eastern Region | <http://www.ocner.org.uk> |
| OCR | Oxford Cambridge & RSA Qualifications | <http://www.ocr.org.uk/> |
| RSPH | **Royal Society for Public Health** | http://www.rsph.org.uk |
| UCLES | University of Cambridge Local Examinations Syndicate (**UCLES)** | http://www.cambridgeassessmentorg.uk |
| VTCT | Vocational Training Charitable Trust | http://www.vtct.org.uk/ |

