

To request a copy of this document in an alternative format such as large print, please contact 01922 688670.

1. Purpose

At Walsall College we are committed to providing high quality services for all our College Community, taking account of users' views, and using the findings to promote and develop capacity for sustainable improvement.

This document details the complaints procedure. A complainant may be a student, prospective student, parent, employer, or any other interested party that indicates dissatisfaction with the current level of service.

2. Responsibility

2.1 Overall responsibility for this procedure lies with the Deputy Principal - Delivery and Success.

2.2 Day-to-day responsibility for implementation of this procedure lies with the Quality Team.

2.3 All staff have a responsibility to try to resolve complaints prior to using the Complaints Procedure.

2.4 All staff have a responsibility to forward formal complaints to the Quality Team.

3. How to make a formal complaint

3.1 You can make a complaint in the following ways:

- In writing – by completing the [Complaints Form \(pages 4 and 5\)](#).
- By Email - feedback@walsallcollege.ac.uk
- By telephone - 01922 657000.
- By Textphone/Minicom – dial 18001 + 01922688670.

3.2 If your complaint is on behalf of another person, we will need their permission before we can disclose any information to you.

3.3 For parent(s)/guardian(s)/ward(s) acting on behalf of a dependant, permission obtained as part of the College enrolment process will be considered.

3.4 We will need as much detail as possible from you, for example:

- Your name (and the name of the person that you are representing, if applicable).
- Date of birth.
- Course (if applicable).
- Full details of your complaint (i.e. dates/names of people involved).
- Contact details.

- 3.5 We will ask you for Equality and Diversity Information, for example Gender and Ethnicity, providing these details helps us to make sure that all people are treated fairly. If you would like more information please click this link - [Why are we asking for this?](#) visit our website www.walsallcollege.ac.uk or ask a member of staff from the Customer Advice and Support Centre (CASC).
- 3.6 An investigation may not be possible or could be limited for anonymous complaints, depending on the amount of information provided by the complainant.
- 3.7 Complaints should be raised within twelve months of the original issue so that evidence is available for the investigation.
- 3.8 Complainants should be aware that our staff have the right to work in a pleasant and safe environment and any violent or abusive behaviour towards staff will not be tolerated.

4. Policy

Walsall College:

- 4.1 Will investigate your complaint thoroughly and objectively and it will be regularly monitored by the Quality Team.
- 4.2 Aims to resolve your complaint within ten working days – however some complaints, especially if the issue is more difficult to resolve, may take longer. Where possible we will advise you an approximate timescale for a resolution (dependant on the complexity of the issues raised).
- 4.3 Will identify actions from complaints received to improve and develop our services.

5. Procedure

5.1 Students

- 5.1.1 If a student has a concern it should initially be raised with their lecturer or personal tutor (or an alternative member of staff if that is not appropriate). The member of staff must take every opportunity to resolve the complaint informally.
- 5.1.2 If you are a student who would like to highlight an informal concern, you can also contact your Course Representative.
- 5.1.3 If an informal resolution is not possible, a Complaints Form should be completed by the student, (with assistance of a member of staff if required) and sent to the Quality Team. If the complaint is received by telephone or email, the member of staff can record the details on behalf of the complainant and send it to the Quality Team.
- 5.1.4 The College will ensure that students will not be treated less favourably if they make a complaint, if this is found to be the case staff disciplinary procedures will be followed.
- 5.1.5 Students should be aware that malicious complaints received in any form will be dealt with in line with the Behaviour Management and Disciplinary process.
- 5.1.6 Formal complaints are logged within two working days of receipt by the Quality Team. The Quality Team will then liaise with the Investigation Lead(s) to investigate the issues that you have raised.
- 5.1.7 The outcome will be communicated to you by your preferred method of contact (where possible).

5.2 All Other Complainants

- 5.2.1 Can contact the Quality Team directly using the contact details in [section three \(page one\)](#) of this document.
- 5.2.2 Complaints are logged within two working days of receipt by the Quality Team. Quality will then liaise with the Investigation Lead(s) to investigate the issues that you have raised.
- 5.2.3 The outcome will be communicated to you by your preferred method of contact.

6. Complaints Appeal Process

- 6.1 The complaints appeals process does not cover appeals against assessment and verification, behaviour management and disciplinary and bursary decisions. Please refer to the relevant policies, or ask a member of staff for more information.
- 6.2 If you are dissatisfied with the outcome of your complaint, you may appeal against the decision within ten working days of our response. If we do not receive an appeal during this period, your complaint will be closed and this will conclude the complaints process.
- 6.3 Complaint appeals are investigated by a manager independent of the original complaint and the above timescales will apply. The outcome of this appeal concludes the complaints process.
- 6.4 If your complaint relates to a course funded by the Education & Skills Funding Agency (ESFA) and the above Appeals Process has been exhausted, you can contact the Education & Skills Funding Agency within three months of the appeal decision using the contact details below:

The Complaints Team
Education & Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

You can also email their Complaints Team at: complaints.esfa@education.gov.uk

- 6.5 You can access their Procedure for dealing with complaints about Providers of Education and training by using this link:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/641779/Procedure_for_dealing_with_complaints_about_providers_2017.pdf
- 6.6 They should send you acknowledgement that they have received your complaint within three working days.

- 6.7 If your complaint relates to a Higher Education (HE) course and appeals process has been exhausted, you can contact the Office of the Independent Adjudicator (OIA) in writing (using the OIA Online Complaint Form - <https://oiahe.org.uk/making-a-complaint-to-the-oia/online-complaint-form.aspx>) within 12 months of the complaint decision. However, if your completion of procedures letter is dated before 08 July 2015, they must receive your complaint form within 3 months of the letters date.

A PDF version of the OIA Complaint Form and Guidance Notes is also available from their website or by using this link:

http://oiahe.org.uk/media/34411/oia_digital_complaint_form_and_guidance_notes.pdf

- 6.8 The OIA should send you acknowledgement that they have received your complaint within ten days.

7. Supporting Documentation

College Complaints Form (pages 4-5)

Complaints Form



If you need help to fill in this form please ask a member of College staff

This form can be made available in alternative formats such as large print.

Please forward to:

Quality Assurance Team

Walsall College, Wisemore Campus, Littleton Street West, Walsall, WS2 8ES

For Quality use only

Telephone: 01922 657000 Textphone/Minicom: 18001 + 01922688670 email: feedback@walsallcollege.ac.uk

Complainant Details (This section is to be completed by all complainants)

Name:			
Address:			
Telephone Number:		Mobile No:	
Date of Birth/ID No.			
Email:			
Course:			

Equality and Diversity Information - [Why are we asking for this?](#) Providing the following details helps us to make sure that all people are treated fairly, for more information please click the link above, visit our website www.walsallcollege.ac.uk or ask the Customer Advice and Support Centre (CASC) for information.

Complainant							
Student		Parent		Employer		Other	

Age									
Under 16		16 -18		19-25		25+		Prefer not to say	

Disability				Gender			
Y		N		Prefer not to say		Female	
				Gender Reassignment		Male	
						Prefer not to say	

Ethnicity									
Bangladeshi		Black African		Black Caribbean		Black Other		Chinese	
Indian		Mixed Race		Other Asian		Pakistani		White	
Prefer not to say									

Mode of Attendance (Students)							
Full-time		Part-time		Work Place		N/A	

Representative Details (Please only complete if you are contacting us on behalf of the Complainant)

Name:			
Address:			
Telephone Number:		Mobile No:	
Email:			

Preferred Contact Details – please circle/indicate			
I would prefer to be contacted by Phone/Email/In Writing			
Please contact the person above on my behalf , preferably by Phone/Email/In Writing			
Complaint Details:			
Signed:		Date:	

Data Protection Act 1998

The College has a duty to protect the personal data it processes. To comply with this legislation, information must be collected and used fairly, stored safely and not disclosed to any person unlawfully as outlined in our Data Protection Policy, a copy of which can be obtained from the Data Protection Officer. Use of personal data contained within this form will only be used for its intended purpose and in accordance with the Data Protection Act 1998. We will not release any personal information to third party organisations without obtaining your written consent.