

Complaints Policy

We want to offer our students the best possible service. Our policy is to handle complaints as part of the overall strategy to satisfy the needs of people using College services. Any expression of dissatisfaction will be treated as a complaint and dealt with accordingly.

- Complaints should be handled confidentially, fairly and promptly
- Staff should endeavour to be courteous to the complainant, respond positively and offer constructive solutions
- Formal written complaints should be recorded, acknowledged within 3 working days and notified to Senior Management
- The complaints procedure should be publicly displayed, monitored regularly, reviewed and evaluated periodically

Aim: To get things right first time and therefore we value student comments and suggestions.

We have devised an extensive range of customer consultation and feedback mechanisms to help us improve our levels of service. However, we do recognise that, on occasion, our service may fall short of expectations and we also value any complaints we receive.

We recognise that the fewer people who are involved in responding to a complaint and the quicker a response is given, the lower the cost of that complaint in terms of resources and redress and the higher the level of satisfaction for the student.

Definition

A complaint is an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation. Requests for services or changes to services, comments and suggestions, focus group and questionnaire feedback and assessment / bursary / disciplinary appeals are not considered as complaints and therefore do not fall within this procedure.

Principles

The following principles underpin Freshart's complaints handling procedure to ensure that it is effective:

- User focused: it puts the student at the heart of the procedure whilst managing occasional difficult behaviour.
- Accessible: it is clearly communicated, easily understood and available to all.
- Quick and simple: it has as few steps as necessary within an agreed and transparent timeframe.
- Objective and transparent: it is evidence-based and driven by facts, not assumptions.
- Impartial, independent and accountable.

- Fair, proportionate and consistent: it treats complainants equally, striking a balance between the need for consistency and the individual circumstances of each complaint.
- Seeks early resolution: it aims to resolve complaints at the earliest opportunity, to the student's satisfaction wherever possible and appropriate.
- Delivers improvement: it is driven by the search for improvement, using analysis

If you are not happy about our response to your complaint(s) you may appeal the decision to the final committee which will also consist of an independent person.

This policy will be reviewed every 12 months by the Principal of College