

City of Wolverhampton College is committed to achieving excellence in the delivery of education and training services. We set high standards for ourselves and seek to meet them. We therefore welcome and encourage feedback from students and members of the public. Your feedback helps us to make improvements to our services. This document is available in alternative formats on request.

We welcome three types of feedback:

- Compliments
- Suggestions
- Complaints

If you wish to comment on the service you have received or suggest how it can be improved please complete the feedback form overleaf.

The complaints procedure can be used by anyone (except college staff who should raise their concern initially with their line manager before progressing more formally) and covers complaints about the services we provide and the treatment you receive whilst in the college.

It does not cover complaints about academic assessment, eg grades and marks. These are covered by the Academic Appeals procedure which is available from curriculum staff or the Student Hub.

Making a Complaint

All complaints will be taken seriously and dealt with quickly – we aim to deal with complaints in 10 working days. If you need assistance in presenting your complaint you can ask your tutor, ALS tutor or student liaison for support.

First Step – Informal Complaint

If you are dissatisfied with the service or treatment you receive it is always best to raise the matter immediately with the member of staff you are dealing with. Tell them exactly what you are unhappy about and ask for their help in putting it right. Many problems can be resolved quickly and informally in this way.

Second Step – Formal Complaints Procedure

When making a formal complaint this should be done by letter to the Quality Improvement Team or you can complete a college complaint form (see overleaf). Complaint forms are also available from the Student Hub, Reception, School Offices and the Learning Hubs.

The completed complaint form should be forwarded to the Quality Improvement Team or handed to the receptionist at any of the campus receptions.

The process is as follows:

1. The complaint will be acknowledged within 5 working days of receipt by the Quality Improvement Team.
2. The complaint will be fully investigated and a report sent back to the Quality Improvement Team.
3. Within 10 working days* of your original complaint a reply will be sent to you detailing the outcome of the investigation. The reply will state whether or not the complaint has been upheld and how the college will deal with the matter if your complaint is upheld.
4. If you are unhappy with the result of the investigation you have the right to appeal to the Deputy Principal within 5 working days of the date of our reply.
5. Appeals must be sent in writing.
6. The Deputy Principal will review the complaint and may interview the manager investigating the complaint and/or the complainant before reaching a decision.
7. Within 10 working days from the date of your written appeal a reply from the Deputy Principal will be sent to you detailing the outcome.

* where complaints involve external agencies or lengthy investigation, this may take up to 30 working days.

Have your say...

Is this a:

- Compliment Suggestion Complaint
(Please tick)

Name:

If you are a student please give your ID code if known:

.....

Home address:.....

.....

.....

Postcode:

Telephone Number:.....

Email:

For monitoring purposes please tick as appropriate:

- | | | |
|---------------------------------|--------------------------------|------------------------------|
| Gender: | Age: | Disability: |
| <input type="checkbox"/> Male | <input type="checkbox"/> 16-18 | <input type="checkbox"/> Yes |
| <input type="checkbox"/> Female | <input type="checkbox"/> 19+ | <input type="checkbox"/> No |

- | | |
|---|--|
| Ethnicity: | <input type="checkbox"/> Other Black |
| <input type="checkbox"/> African | <input type="checkbox"/> Other Mixed |
| <input type="checkbox"/> Arab | <input type="checkbox"/> Other White |
| <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Pakistani |
| <input type="checkbox"/> Caribbean | <input type="checkbox"/> White & Asian |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> White & Black African |
| <input type="checkbox"/> Gypsy or Irish Traveller | <input type="checkbox"/> White & Black |
| <input type="checkbox"/> Indian | <input type="checkbox"/> Caribbean |
| <input type="checkbox"/> Irish White | <input type="checkbox"/> White British |
| <input type="checkbox"/> Other Asian | <input type="checkbox"/> Any Other |

**Please return the form to:
The Principalship,
City of Wolverhampton College,
Paget Road Campus, Wolverhampton WV6 0DU**

You can email the form:
Compliments & Suggestions to quality@wolvcoll.ac.uk.
Complaints to complaints@wolvcoll.ac.uk