



Customer Complaints Procedure

We are committed to achieving excellence in the services we provide. However, we recognise that sometimes things can go wrong and you may be unhappy with the service you receive. When this happens we would like to know about it. The College Complaints Procedure is designed to give you a speedy but thorough response that answers all your concerns.

We regularly review the nature and number of official complaints we receive and these are also reported to our Governing Body on an annual basis. The outcomes of this review contribute to our self-assessment process, leading to improvements in the quality of our services. Your views are very important to us.



Customer Complaints Procedure

Who can complain?

Anyone who uses, or has used, the College's services and facilities.

What can I complain about?

You can make a complaint about any aspect of our services, including teaching and training, support services, advice and guidance and College facilities. You can also complain if you feel you have been treated unfairly.

NB We have a separate procedure for dealing with appeals against assessment decisions. This can be found on the Student Intranet. Our staff can help you to find this.

How do I make a complaint?

Before you make a formal complaint it is always a good idea to try to resolve the issue informally. If you do not feel confident enough to make a complaint then you can talk to a Student Services Advisor. They will listen to your problem/concern and advise you about the best course of action to take. Anything you say will be treated in total confidence.

What should I do about matters of Public Interest/Serious Concerns?

The College has a 'whistle-blowing' policy which relates to disclosure of matters of public interest/serious concerns such as alleged fraud, maladministration or unlawful activities. Issues of this nature should be directed to:

Ms Bethan Lloyd Jones
Clerk to the Deeside College Corporation
Deeside College
Kelsterton Road
Connah's Quay
Deeside Flintshire CH5 4BR

Email:

lloyd-b@deeside.ac.uk

STAGE ONE (Informal Discussion)

If you are an **employer, visitor** or prospective student you may be able to resolve your concern informally by asking to talk to the relevant manager.

If you are a **student** you may be able to resolve your concern informally by talking to your Personal/Course Tutor. If you feel unable to discuss the matter with either of the above then you may prefer to talk, in total confidence, to one of the following:

- Your Programme Area Manager
- Your Head of Faculty
- A Student Association Representative
- A Student Services Advisor
- The Student Services Manager.

At this stage your concern will be listened to and taken seriously. Every effort will be made to help you to deal with the issue. No formal record of your concern will be kept at this stage.

STAGE TWO (Formal Complaint)

If you feel your concern has not been resolved at the informal stage you may make a formal complaint to the Vice Principal. **(Please refer to page 4 for contact details).**

If you are a student and you need help to do this you can obtain assistance from your Personal Tutor or a Student Services Advisor.

If you are a visitor, please speak to reception staff.

When we receive your complaint the following action will be taken:

1. You will receive a letter or email within 5 working days confirming we have received your complaint.
2. Your complaint will be investigated. This will involve discussing the complaint with the relevant people. *(If your complaint relates to a particular person they will normally be issued with a copy of it).*
3. If we need to clarify any issues we will contact you to discuss them.
4. A letter will be sent to you confirming the action to be taken.
5. In some instances it may not be possible for us to resolve your complaint without meeting with you first. If this is the case every effort will be made to ensure the meeting takes place within 10 working days of receipt of the original complaint.
6. If a meeting takes place, a letter will be sent to you within 5 working days of the meeting, outlining any action to be taken.
7. All documentation will be recorded and filed confidentially.

What if I am still unhappy?

1. If you are not satisfied with the outcome of Stage 2 of the process, a letter detailing the reasons for your dissatisfaction may be sent to the Principal who will consider all the facts and respond to you.
2. If, after the Principal's response you still feel your complaint has not been satisfactorily resolved, you can raise your concerns with the Board of Governors. *The Clerk to the Corporation on Ext 4107 (lloyd-b@deeside.ac.uk)* will be able to provide you with contact details and information to assist you with this process.

Contact details for formal complaints:

Helen Wright
Vice Principal
Coleg Lllysfasi
Ruthin
Denbighshire LL15 2LB

Ian Dickson
Vice Principal
Deeside College
Kelsterton Road
Connah's Quay
Flintshire CH5 4BR

Steve Jackson
Vice Principal
Northop College
Holywell Road
Northop
Flintshire CH7 6AA

Helen Wright
Vice Principal
Wrexham Training
Felin Puleston
Wrexham
LL13 7RF