

East Surrey College is committed to achieving excellence in its delivery of education and training services.

We encourage feedback and your views at all stages of your involvement with us as part of the drive to improve the quality of service provided by the College, and to highlight good practice. If you have a comment or compliment about your experience please complete this feedback form.

## WHEN THINGS GO RIGHT

We welcome your compliments.

It is always good to know what we are doing right and to hear about positive experiences. Please use this feedback form to praise staff members or to identify areas where we are performing well. This will enable us to pass your appreciation on to our staff and to highlight and celebrate our good practice.

## IF THINGS GO WRONG

All feedback is taken seriously. We ask that you let us know of any concerns at the time the problem arises or as soon as possible thereafter. Concerns should be raised within one month of the problem arising. If you are already enrolled as a student and would like help in presenting your concern you can ask your tutor or Client Services to assist you. They cannot raise the concern for you but will give you guidance.

### STEP 1 - CONTACTING THE COLLEGE

The first step is to contact a member of College staff. This can be done informally, either directly or by telephone or email.

If you are a student, usually the best staff member to contact will be your tutor as they will be in the best position to help you quickly and to put things right.

If you would prefer to contact someone else then contact Client Services on telephone

**01737 788444** or email:  
**[clientservices@esc.ac.uk](mailto:clientservices@esc.ac.uk)**

We will always try to resolve the problem on the spot if we can. If we can't do this – because information we need is not to hand, for example – then we will take a record of your concern and arrange the best way of getting back to you.

Alternatively you can use this feedback form.

### STEP 2 - USING THE FORMAL FEEDBACK PROCEDURE

We hope you will only feel the need to formally raise a concern as a last resort and that you will speak to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, there are two ways in which you can make the concern formal.

#### Verbally

Speak to a member of staff either by telephone or in person, setting out the details of the problem, explaining what you think went wrong and what you feel would put things right.

#### In writing/email

Use this feedback form to set out the details of the problem, what went wrong and what you feel would put things right. Please provide your **name**, **address** and **contact details**. If you are already enrolled as a student please also provide your enrolment number and the title of your course. Keep a copy for your reference.

### OUR UNDERTAKING

Once we receive your feedback you will receive:

1. An initial acknowledgement within 5 working days
2. A written response with the results of our investigations, except in exceptional circumstances, within 10 working days.

