

A GUIDE TO THE COLLEGE'S CLIENT FEEDBACK POLICY

What to do if things go wrong? How to help us get it right

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 WRONG

All complaints are taken very seriously. We ask that you make your complaint at the time the problem arises or as soon as possible thereafter. Complaints should be made within one month of the problem arising. If you are already enrolled as a student and would like help in presenting your complaint you can ask your Tutor or Client Services to assist you. They cannot make the complaint 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 quite informally, either directly or by telephone or email. 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**

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 COMPLAINTS PROCEDURE

We hope you will only feel the need to make a formal complaint 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 a formal complaint.

Verbally

Make a formal complaint 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

Address your complaint to the Admissions and Enrolment Manager, again setting 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 of your letter or email for reference.

Our Undertaking

Once we receive your formal complaint you will receive:

1. An initial response within 5 working days
2. A final written response with the results of our investigations, except in exceptional circumstances, within 10 working days.
3. Information on how the College will deal with the matter if your complaint is upheld.

APPEALS AGAINST THE OUTCOME OF YOUR COMPLAINT

If you remain dissatisfied with the way in which your complaint has been dealt with, you may write directly to the Deputy Principal who will organise a further investigation and invite you to give reasons for your appeal. In most cases following investigation a written response is given with 15 working days.

The response from the Deputy Principal is final and no further correspondence will be entered into.

