



COMPLAINTS POLICY

COMPLAINT – A GRIEVANCE, PROBLEM, DIFFICULTY OR CONCERN

POLICY STATEMENT

Western College of Sciences recognises the importance of learner complaints and welcomes complaints as a valuable form of feedback about its services. We are committed to using the information we receive to help drive forward improvements.

This procedure outlines the aims of Western College of Sciences in dealing with complaints and sets out what you as the customer can expect when making a complaint regarding a service.

A complaint is a way of letting us know that you are not happy with a particular service. We welcome your feedback. A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

So please let us know if:

- you think we have done something wrong
- we have not done something that we said we would do
- you are not satisfied with a particular service or set of services that we provide

ANONYMOUS COMPLAINTS

We understand that it might be difficult for you to complain because you are worried that your complaint could result in a poorer service. Please be assured that we treat all complaints in the strictest confidence, and that it is your right to complain.

If you do not provide us with a contact name or address, it will not be possible for us to get back to you with the outcome of the investigation

PROCEDURE

In the first instance, the complaint should be discussed with the team member concerned and resolution sought within 48 hours of the incident occurring. If this is successful and a resolution is reached, the complaint should be documented on the attached Appendix (1) and sent to the Centre Administrator for filing. This should be received by the Centre Administrator by the end of the next working day. There will be no further action taken.

In the case of an individual wishing to make the complaint, who feels unable to discuss the complaint with the team member concerned, the matter should be referred to the Individuals' line manager within 48 hours of the incident occurring. The line manager should then contact the Centre Manager within the next 7 days to make them aware of the complaint. The nature of the complaint will be documented as per Appendix (2) and sent to the Head of Learning and Development.



Appendix - II

Referral of Complaint

Date of referral:.....

Line Managers Name:

Nature of complaint:

Date Referred to Head of Assessment Centre:.....

Actions Agreed:

Signed off by Centre Manager:.....

Date:

Signed Complainant:.....

Date: