



# **COMPLAINTS & COMPLIMENTS**

## **POLICY AND PROCEDURE**

## **1. POLICY STATEMENT**

The College will seek to resolve any problems, grievances or complaints experienced by students, parents, carers, guardians, employers and members of the community. This includes learners on the full range of provision offered by the college:

- 16-19 study programmes
- Adult learning programmes
- Apprenticeships
- Traineeships
- Provision for learners with high needs
- Provision for full or part time 14-16 year olds
- Higher Education
- Full cost recovery courses
- Community learning

The College welcomes compliments about its services and staff. These should be sent to the relevant members of staff, Head of College or the Director of Quality.

## **2. PURPOSE**

The College welcomes the opportunity to resolve issues with any aspect of its services and sees this as an integral part of its drive to meet the needs of learners and the wider community. We will view complaints positively as part of customer feedback and seek to put improvements in place as a result of complaints.

## **3 SCOPE**

This policy includes all complaints from students, parents, carers, guardians, employers and members of the community.

## **4. OTHER RELATED POLICIES**

- Assessment, Internal Verification and Moderation Policy

## **5 POLICY PROCEDURE**

### **5.1 How to sort out a problem informally if you are a student of the College**

If you are unhappy about the service you receive from the College, you can

seek advice, support and help by:

1. Discussing any problems with members of staff on your course i.e. your Personal Tutor or Subject Tutor or Assessor. Problems can often be sorted out quickly by the people who know you best and are familiar with your situation.
2. If you have spoken to your tutors/assessor, or this is not appropriate and you feel there is still a problem, you can discuss the matter with the Manager of the Department in which you are based or the Head of College.
3. If you have spoken to the Manager and are still not happy with the outcome, you are entitled to use the formal complaints procedure. **(5.2)**

Where you wish to appeal against the mark or result of an assessment or examination, you must follow the **Academic Appeals Procedure**, which is available on SharePoint (within the Assessment IV and Moderation Policy) or in your Course Handbook.

If you are not sure if you are eligible to appeal, or if you just require assistance, you should seek help from your Personal Tutor or Subject Tutor or Assessor.

## **5.2 Formal Complaints Procedure**

After going through the informal process above, please put your complaint in writing and post or email to the Head of College or the Director of Quality or hand it in at Reception. Contact details are shown below. The Director of Quality will record your complaint and follow it up; they may wish to speak to you to gain further information. Please ensure you include your contact details.

The Director of Quality will decide if the complaint can be referred to an appropriate manager for further investigation. Our aim is to resolve your complaint as quickly as possible, and ideally to our mutual satisfaction. We will acknowledge your complaint within 2 working days and let you know who is investigating your complaint. We aim to resolve your complaint or update you on progress within **14** working days. If the complaint takes longer than 14 days to investigate we will keep you informed of progress.

### Appeal

If you are dissatisfied with the final response, you may appeal to the Principal who will review the process and result and where appropriate, take action. The Principal or designated member of the leadership team will

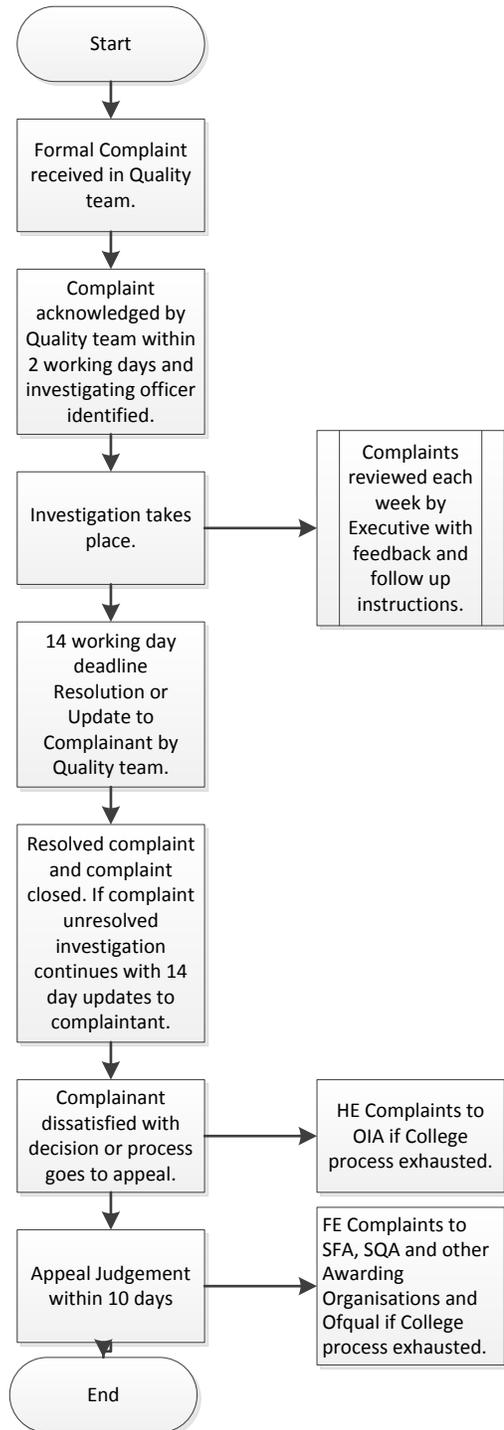
provide a written response within **10** working days from when the appeal is received.

#### Taking your Complaint beyond the College

If the college complaints process has been exhausted and you remain dissatisfied you have the right to complain to SQA accreditation and other awarding bodies or OFQUAL.

You can also complain to the Skills Funding Agency (SfA). Contact details are available from the Director of Quality.

## Flow chart of Complaints Process



## Contact Details for Complaints

Email your complaint to [complaints@bmetc.ac.uk](mailto:complaints@bmetc.ac.uk)

Alternatively you can write to:

Director of Quality and Standards  
Birmingham Metropolitan College  
Jennens Road  
Birmingham  
B4 7PS

Alternatively you can contact the Head of College for your site.

Matthew Boulton College:

Tony Dennant [Anthony.Dennant@bmet.ac.uk](mailto:Anthony.Dennant@bmet.ac.uk) 0121 503 8500

Stourbridge College:

Gill Coldicott [Gill.Coldicott@bmet.ac.uk](mailto:Gill.Coldicott@bmet.ac.uk) 01384 344 344

James Watt:

Kim Vaughan [Kim.Vaughan@bmet.ac.uk](mailto:Kim.Vaughan@bmet.ac.uk) 0845 155 0101

Sutton Coldfield College:

Mustafa Shevket [Mustafa.Shevket@bmet.ac.uk](mailto:Mustafa.Shevket@bmet.ac.uk) 0845 155 0101

Students may also feedback through the '**feedback button**' on the student portal.

## Higher Education Students

The college is a member of the Office of the Independent Adjudicator (OIA) for Higher Education students. Government legislation has recently amended the Higher Education Act 2004 to include FE Colleges who deliver HE provision. All students studying HE courses at BMet have recourse to the OIA if they have a complaint about the acts or omissions of the college which cannot be addressed by the college.

The OIA website is <http://www.oiahe.org.uk>

## **6 RESPONSIBILITY**

It is the responsibility of all employees of the College to take complaints seriously and to resolve problems swiftly to prevent them escalating and becoming the cause of further dissatisfaction. Complaints that cannot be resolved by an individual member of staff must be reported to their line manager for investigation and response.

Where a problem or difficulty cannot be resolved by staff in the college's departments the complaint should be lodged with the Director of Quality.

The Quality team maintain records of complaints which are reviewed each week by the Executive team and presented to Governors annually. Records are examined for timeliness, quality of handling and resolution and patterns and trends. This analysis is used to inform the college's quality improvement plan and ultimately improve the college's quality of service to its customers.