Complaints and Compliments Procedure and Forms

HOW TO COMPLAIN OR COMPLIMENT US

1. Introduction

We are always interested in your views, whether you are studying here, visiting the College, or are any kind of a stakeholder with the college.

We are keen to hear from you whether you want to say something nice about us – which we always pass on to those involved – or if you are not so happy. In that case, please let us know so we have a chance to do something about it. If you can communicate with us whilst you are here it is much easier.

2. When should you complain?

- If you are unhappy with any of the services, you have received from the College or feel that your needs have not been met.
- If you feel you have not been treated as you would expect to be treated by any member of staff or other person at the College.
- If you are unhappy with something to do with the course you are on (if you are able, it would help if you raised any concerns with your tutor at the time).
- If you are unhappy with something to do with your time at the College.
- As soon as is practically possible. The College reserves the right not to consider complaints made more than one calendar month after the event or your attendance at the College unless there are extenuating circumstances.

3. How to complain to us

Step One:

Whilst you are at the college you can:

- Speak to someone – ask at reception and a member of staff will be called.
- Send an e-mail to complaints@fircroft.ac.uk
- Complete a complaints form, available from the display in front of reception

If you have left the college, you can:

- Send an e-mail to complaints@fircroft.ac.uk
- Write to us at: C/O Assistant Principal, Fircroft College of Adult Education, 1018 Bristol Road, Selly Oak, B29 6LH
- Telephone us on 0121 472 0116.

Step Two:

We will acknowledge receipt of your complaint by e-mail where possible. We will normally send a response to your complaint within 10 working days. This may take longer depending on the nature of the complaint e.g. where an investigation needs to be carried out. We may contact you for more information.

Step Three:

If you are unhappy with the response which you receive, please send details of your complaint, together with your reasons for not accepting our initial response addressed to the Assistant Principal at complaints@fircroft.ac.uk within 10 working days of receipt of the response. You will receive an acknowledgement and a response normally within 10 working days.

Step Four:

If you still do not feel that your complaint has been addressed you may write to the Principal and Chief Executive at complaints@fircroft.ac.uk outlining the details of your complaint, and the reasons for not accepting resolution within steps two and three.

Your complaint will be dealt with confidentially and no one will be contacted without your permission.

1. Complaining to West Midlands Combined Authority

If you have followed the College procedures but are still not satisfied, you can complain to the Department for Education and to West Midlands Combined Authority either by email to customerservices@wmca.org.uk or in writing to:

West Midlands Combined Authority
Customer Relations
16 Summer Lane
Birmingham, B19 3SD

Complaining to Awarding Bodies

If your complaint relates to the award of credits or a qualification, then you can follow the academic Appeals Process for the awarding body. If have exhausted our internal process and remain unhappy with the outcome, then awarding bodies may allow you to appeal directly to themselves.

We are keen to improve our services so please let us know where you feel we have not met your expectations and we will look into your concerns.

Your complaint will be dealt with as confidentially as possible however we will need to consult with any individuals involved.

Complaints Form

We are keen to improve our services so please let us know where you feel we have not met your expectations and we will look into your concerns.

Your complaint will be dealt with as confidentially as possible however we will need to consult with any individuals involved.

Name ……..……..…. Telephone No……..……...

Address…….……

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E-mail address:

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Signed …… Date ……..……

Please tell us what your complaint is about (please write on the back if you need to)

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When you have completed this form please put it into the letterbox in the College's front door (by the Reception area) or hand it in, email it to complaints@fircroft.ac.uk or post it to: **Complaints and Compliments, Fircroft College of Adult Education,1018 Bristol Road, Selly Oak, Birmingham, B29 6LH**

Compliments Form

We are always pleased to hear about anything you have enjoyed or appreciated at Fircroft.

Name ……..……...… Telephone No…….……...

Address…….……

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E-mail address:

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Signed …… Date …….……

Please tell us what we have done well/right and we will make sure we pass on your compliment (please write on the back if you need to)

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