

# Complaints & Compliments Guidance to Customers

For the attention of: All Students & Visitors  
Produced by: Group Principal & Chief Executive  
Approved by: SLT  
Date of publication: November 2021  
Date of review: November 2022





## Our Mission

**Inspire ambition and make a positive difference to lives through learning.**

## Our Values

**Learners First** - placing the learner at the heart of all we do

**Community** - working collaboratively to achieve

**Empowering** - enabling all in a caring environment to achieve their full potential

**Excellence** - a culture of creativity, high expectations, ambition and aspiration

**Diversity** - celebrating diversity and inclusivity as a key to our success

**Integrity** - honesty, openness and trust at the heart of College life

**Respect** - showing fairness, courtesy and mutual respect

# Complaints & Compliments Policy & Procedure

## Have your say...

We want the services we provide to be the best possible and that is why your feedback is important to us.

You may feel unhappy with the service you receive or may want to make a suggestion that helps us improve.

We also hope that there are times when we do something well.

## What is a Complaint?

If you are dissatisfied with the way you have been treated then talk to our staff. If you are still not satisfied, you are encouraged to let us know through our complaints process. We can learn valuable lessons from complaints - your complaint may well improve things for everyone.

## What is a Compliment?

We would like to know when you have been impressed or pleased with our service. We can use these examples to share best practice. In addition, compliments can help boost morale.

## What is the Procedure for Complaints?

### Stage 1 - Informal

It may be clear to you that your complaint could be dealt with on the spot by an obvious person – in which case by all means seek immediate help. You can do so locally in your department with a teacher or manager. If you are satisfied with the outcome then we hope that there is no need for any further action.

### Stage 2 - Formal

In cases where an immediate course of action is not apparent, or if you are not satisfied with the outcomes of your initial complaint, then please complete a complaint form. These forms are available from each Reception, on our website at [www.windsor-forest.ac.uk](http://www.windsor-forest.ac.uk) or write to The Group Principal at The Windsor Forest Colleges Group, Langley College, Station Road, Langley, Berkshire SL3 8BY.

## What will happen in response to your Complaint?

You will receive an acknowledgement from the College within three working days of receipt of your complaint.

Your complaint will be fully and fairly investigated and if this takes longer than two weeks you will be informed of progress. In the majority of cases you will have received notification of the outcome of the investigation and resulting action or proposed remedy within two weeks of receipt of your complaint.

## What to do if you are not satisfied with the outcome?

When you receive notification of the outcome, the letter will include a Response Form that will allow you to state whether or not you are satisfied with the outcome. The College will respond directly to you if you are not satisfied.

The College has a full internal appeals process to investigate your complaint. Once the College processes are exhausted and you still feel unhappy you can appeal.

### **FE Students**

*Education & Skills Funding Agency Complaints Team  
Cheylesmore House, Coventry CV1 2WT*

### **Higher Education Students**

*Office of the Independent Adjudicator for Higher Education  
Abbey Gate, 57-75 Kings Road, Reading, Berkshire, RG1 3AB  
Telephone: 01189 599813  
Website: [www.oiahe.org.uk](http://www.oiahe.org.uk)*

## What if you want your complaint kept confidential?

Your wishes in this regard will be respected and only those directly involved would normally be aware of the details of your complaint.

You will not be treated adversely because you have complained - on the contrary, your complaint will be dealt with positively and with respect.

## Will any record of the complaint be kept or given to anyone?

The details of your complaints will only be known to those directly involved but all complaints are logged and the information is provided to relevant key managers in order to improve our performance on a continuing basis.

## Can you obtain help in making your complaint?

Yes – lecturers and tutors will be pleased to offer whatever assistance you may need.

We hope that this will make it easy for you to complain, if you need to, and that you will feel confident that your complaint will be dealt with promptly and fairly.