

WHAT TO DO IF YOU WISH TO COMPLAIN

What is a complaint?

If you are dissatisfied with the way you have been treated, then in the first instance talk to our staff to see if they can help. If you are still not satisfied, you can let us know through our **Contact form C1**.

How do I complain?

It might be the cases that your complaint could be dealt with very easily by an obvious person, if so please seek immediate help. If you are satisfied with the outcome, then we hope that there is no need for any further action.

In cases where an immediate course of action is not apparent or if you are not satisfied with the outcomes, then please complete a Contact form C1. These are available from each campus reception, or from our website at www.sussexcoast.ac.uk under Contact us. You may also write to:

The Quality Office
Sussex Coast College Hastings
Station Approach
Hastings,
East Sussex TN34 1BA

What happens if I make a complaint?

You will receive an acknowledgement from the Quality Office within 3 working days of receipt. Your complaint will be fully and fairly investigated and in the majority of cases you will receive notification of the outcome and any resulting actions or proposed resolutions within 15 working days of receipt of your complaint. If this takes longer you will be notified of progress.

What do I do if I am not satisfied with the outcome?

When you receive notification of the outcome, the letter will include a **Response Form R1** that will allow you to state whether or not you are satisfied with the outcome. The Quality Office will respond directly to if you are not satisfied and there may be cause for appeal.

What if I want my complaint to be 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 else?

The details of your complaint 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 I get help with making my complaint?

Yes, lecturers and tutors will be pleased to offer whatever assistance you may need. We hope that this will make it easier for you to contact us should you need to and that you will feel confident that your complaint will be dealt with promptly and fairly.