

SUSSEX COAST COLLEGE HASTINGS

Your feedback is very important to us. We want to know what you think about us, our services and the way we deliver them. We welcome your comments as they help us to improve our services.

WHAT TO DO IF YOU WANT TO PROVIDE A COMPLIMENT OR TO COMPLAIN

If you want to provide a compliment or to complain about any aspect of the college's services then please contact the Principal either by:

- completing a Feedback Form. These forms are available and prominently displayed at the College at Reception, in the LRC, Faculty offices, Student Services and on our website at: www.sussexcoast.ac.uk

OR

- telephoning the College Principal's office on 01424458310

OR

- writing to the Principal, Sussex Coast College Hastings, Station Plaza, Station Approach, Hastings, East Sussex TN34 1BA.

OR

- if you are in the Station Plaza campus you can complain directly to the Principal at his Office on Floor 5. If he is not able to speak with you personally you will be referred to an appropriate colleague

What will happen in response to your compliment or complaints?

You will receive an acknowledgement from the Principal within five working days of the receipt of your compliment or complaint. In the case of a complaint it will be fully and fairly investigated and if this takes longer than 10 working days you will be informed of progress. In the majority of cases you will have received a decision of the outcome of the investigation and proposed remedy within 10 days of receipt of your complaint.

What to do if you are not satisfied with the outcome of a complaint?

When you receive notification of the outcome of the investigation and the proposed remedy, the letter will include a form that enables you to say whether or not you are satisfied with the outcome. If you are not satisfied you can appeal against the decision stating why you think it is incorrect. Just disagreeing with the investigation is not a sufficient basis for you to appeal.

Will the complaint be kept confidential*?

Only those directly involved in the complaint 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 to seek a remedy. All complaints are logged and general information is provided to relevant managers and Governors in order to monitor complaints and improve our performance.

*Complaints will be kept as confidential unless for legal reasons we are required to reveal a particular complaint or to protect you or others from harm.

Can you obtain help in making your complaint?

Yes – the Quality Improvement Office (Telephone 01424458373) 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.

Clive Cook – Principal

1. Version Summary

Version No.	Effective from	Change summary (The actual change marked in left margin)	Prep by	Approved by
001a	30 th April 2012	Document Created	Adelaide Kempf	
001b	6 th June 2012	Text and flowchart updated to reflect the changes made by Peter Harrison and April Carrol	Adelaide Kempf	
001c	18 June 2012	Guidance simplified	Adelaide Kempf	CQS July 2012
001d	16 Jan 2014	Telephone numbers and contacts updated.	Keith Brister	