

Feedback and Complaints

Introduction

Our aim at Chichester College is to provide you with an outstanding service and we welcome feedback from students, parents, guardians, employers and members of the public about the services we provide as a College.

Most people who come from Chichester enjoy College life and do not experience any problems. However, we recognise that sometimes things can go wrong, and when it does, we would like to know about how we can put it right.

Feedback

If you wish to make a comment of a general nature, whether it is a compliment or complaint and wish to remain anonymous, or do not necessarily wish to have an individual response, then please obtain a Comments Form from Reception and place it in the Comments Box. This box is emptied twice a week; the results summarised and submitted to the College Quality Office.

Where appropriate you are also encouraged to air your compliments or concerns by:

- Speaking to a member of staff
- Speaking to a member of the Student Executive Team

Written complaints may be made using a College feedback form (annex A) addressed to the Quality Improvement Coordinator, Chichester College, Westgate Fields, Chichester, West Sussex, PO19 1SB. Alternatively, Feedback and Complaints can be submitted electronically via the College website (www.chichester.ac.uk) under the 'contact' tab. Once navigated to the 'contact' page, the electronic feedback and complaints form is located under the 'feedback' link.

Accommodation Services - Local Policy

If a student wishes to make a complaint they need to complete a Complaints Form or to write to the Accommodation and International Services Manager. This complaint should then be handed in to the appropriate Warden / Supervisor at Westgate, Woodlands or St Christopher's Close or to the Accommodation staff in the student centre. Following an investigation a full reply will be sent to the originator of the complaint. Written complaints to the Accommodation Office will be replied to in writing or verbally within seven working days.

Chichester College is a member of the National Code of Standards for Larger Developments; please follow the link below for more information on the code including the Complaints Procedure.

www.anuk.org.uk / Larger Student Developments

If you are a member of the public or a student at the college, please note that Chichester College is regulated by Ofsted for its under 18s accommodation. If you are unhappy with how a complaint has been dealt with by the College, you can contact Ofsted by visiting their website www.ofsted.gov.uk

Cross College Policy

The College annually reviews and analyses the number and nature of all official complaints. The monitoring and review of complaints contributes to our self-assessment process, which leads to ongoing improvements.

Complaints

Definition: The College defines a formal complaint as any expression of dissatisfaction received in writing, requiring a formal written response.

Purpose: The formal Complaints Procedure is intended to ensure all complaints are handled in a consistent, fair and non-discriminatory way and resolved with a satisfactory and just outcome.

Scope: The Complaints Procedure provides the framework for anyone who has experienced dissatisfaction with College services to raise their concerns. This includes complaints from students, parents, guardians, carers, customers, support workers, employers, contractors, local residents, visitors or consumers of products.

Responsibility

Chichester College welcomes issues being brought to its attention as a mechanism for improving its quality and services.

Chichester College will acknowledge the formal complaint within 5 working days. If the Quality Improvement Coordinator is unavailable to receipt your request, duties will be carried out by the Executive Principal's Personal Assistant.

Chichester College will ensure that complaints are dealt with effectively, reasonably and in a manner sensitive to all involved.

Chichester College will support an individual in making a complaint if necessary. This could be in the form of a scribe or simply providing a safe environment in which a complaint can be composed.

Chichester College will keep an accurate record of complaints received to ensure that the analysis of complaints helps to continuously improve the College's services to students, staff, employers and the public.

Chichester College will take action where appropriate.

Chichester College's Governing Body is responsible for ensuring that the complaints policy is operating effectively and may become directly involved if a complaint is directed against the Principal or members of the Governing Body.

Confidentiality

Every attempt will be made to ensure that confidentiality of a complainant and the contents of their complaint. However, where a complaint is of a personal nature against an individual, it is likely that the complainant's identity will be revealed at some stage in all but the most exceptional cases, so there can be a fair investigation.

Data Protection

All complaints will be kept and stored according to the relevant data protection legislation. If you have concerns about how your personal data is used or stored, or you wish to exercise your rights under the Data Protection Act, please write to Deputy Principal (Quality), Chichester College, Westgate Fields, Chichester, West Sussex, PO19 1SB.

Safeguarding

If the College receives information that a young person is, or has been, put at risk of harm, the matter will be addressed by the Designated Safeguarding Officer.

If the complaint is made against a member of staff, the complaint will be forwarded to the Quality Improvement Coordinator, Human Resources and Designated Safeguarding Officer to decipher whether the complaint contains; any safeguarding concerns, is in need of impartial investigation and who will take responsibility for leading the response/action/ to the investigation.

After a full discussion with the young person or Adult at Risk involved, the information may have to be shared with the relevant statutory agencies (LADO) in accordance with the Safeguarding and Students at Risk Procedures. If the complaint is sent to the LADO, it will be rated against their threshold. If the LADO wish to investigate the complaint, they will lead the investigation or present a detailed course of action. If the complaint does not meet their threshold, the response and action to the complaint will be led by the Designated Safeguarding officer in conjunction with the Human Resources team.

If the complaint involves a member of staff and contains no safeguarding concerns, the complaint will be dealt with as per the Staff Disciplinary and Policy procedure.

If a complaint is received from a student in complaint of another student (including Apprentices), and contains safeguarding content, the investigation will be led by the Designated Safeguarding Officer.

Monitoring & Reporting

The findings and analysis of complaints will be constantly monitored. Regular reporting will take place to the Senior Management Team and the Governing Body to ensure procedures are in place to improve the College's services to students, staff and the public.

Review

The College will review the Complaints Procedure annually. Any feedback from students, staff and the public will be taken into account when updating the procedure. Students will also be given the opportunity to comment on the procedure through the 'learner voice feedback' mechanisms.

Status of this Procedure

This procedure was approved by the Senior Management Team in May 2015 and supersedes all previous documentation. It will be kept under review by the Deputy Principal (Quality) and may be reviewed and varied from time to time by the Senior Management Team.

Date reviewed: November 2017

Date for review: November 2019

Complaints Procedure

Stage 1 (Informal Discussion)

- If you are a student you may be able to resolve your concerns informally by talking to a teacher, Student Tutor or Study Programme Leader .
- If you are a visitor, employer or prospective student you may be able to resolve your concern informally by asking to talk to an appropriate member of staff.
- Your concern will be listened to and taken seriously. Every effort will be made to assist you in dealing with your issues. No record of your concern will be kept at this stage.

Stage 2 (Formal Complaint)

- If you feel that your concern has not been resolved at the informal stage, you may make a formal complaint in writing to the Quality Improvement Coordinator. You should use the formal feedback form (annex A), on the College website (www.chichester.ac.uk/contact) . Alternatively, copies are available at all Campus reception areas.
- Should you require assistance in writing the complaint, Student Tutors are available to help you.

On receipt of the formal complaint:

- The Quality Improvement Coordinator will log your complaint and send you an acknowledgement within 5 working days.
The Quality Improvement Coordinator will refer your complaint to the appropriate College Manager , Human resources and the Designated Safeguarding Officer to decipher whether the complaint contains any safeguarding concern or is in need of investigation. If the complaint contains no safeguarding concerns and is not in relation to a member of staff, the complaint will be lead by the appropriate College manager. Human Resources will appoint a member of the College Management Team to investigate, if the complaint is against a member of staff. The College Manager will contact you to discuss the complaint and clarify any issues. If the issue can be resolved at this stage, it will be logged and you will be sent a letter outlining the action taken, if appropriate.
- Where the issue cannot be resolved in the first instance the College Manager will meet with you to hear your complaint. You may bring someone to the meeting with you to offer support. Every effort will be made to ensure that this meeting takes place within 15 working days of receipt of the original complaint.
- The College Manager will also hear the views of other people concerned with the complaint.
- You will be written to or contacted verbally within 5 working days of the meeting, outlining any action to be taken.
- A copy of the notes will be submitted to the Quality Improvement Coordinator.

Complaints Procedure

What if I am still unhappy?

If you are not satisfied with the outcome of stage 2, you can move onto stage 3 of the complaints procedure.



Stage 3 Appeal

- If you remain dissatisfied with the outcome of your complaint at stage 2, your complaint can be passed to the Executive Principal for final internal review. You should make your request for a stage 3 review of your complaint within 5 working days of receiving the outcome of the stage 2 investigation.
- Requests to review the outcomes of stage 2 investigations will be considered and the following will be taken into account:
 - Whether procedural irregularities in the investigation of the complaint or fresh evidence can be presented which was not made available to the Manager at stage 2.
 - If the Executive Principal is satisfied that any of the above conditions apply, a further investigation will be undertaken of the complaint. You will be notified of the result of the investigation in writing within 15 working days of receipt of the request for review.
- The Executive Principal's decision is final.

Complaints Procedure

Annex A

The screenshot shows the contact page of Chichester College. At the top, there is a navigation menu with links for STUDY, WORK, PLAY, EVENTS, NEWS, ABOUT, CONTACT US, INTERNATIONAL, and BRINSBURY. Below the menu is the Chichester College logo and a search bar. The main content area features a large image of a building with the text "CONTACT US" and "Get in touch". To the right of the image, there are details for the Chichester Campus and Brinsbury Campus, including their addresses and contact numbers. Below the image, there is a contact form with fields for Name, Email address, and Comments. On the right side of the page, there is a section for "General enquiries & information" with the email address webmaster@chichester.ac.uk and a section for "Enquiries or advice about courses" with the email address info@chichester.ac.uk. At the bottom, there is a footer with the text "Press enquiries only" and the phone number "01243 786 321" and the email address Eleanor.Frost@chichester.ac.uk. The browser's address bar shows the URL "https://chichester.ac.uk/content/contact" and the system tray at the bottom right shows the time "11:54" and the date "22/02/2016".

Chichester Campus
Westgate Fields
Chichester
West Sussex
PO19 1SB

Brinsbury Campus
North Heath
Pulborough
West Sussex
RH20 1DL

Central telephone number: 01243 786 321
Central fax number: 01243 539 481

General enquiries & information
webmaster@chichester.ac.uk

Enquiries or advice about courses
info@chichester.ac.uk

Press enquiries only
01243 786 321
Eleanor.Frost@chichester.ac.uk