

Complaints Procedure

If a student, parent or member of the public wishes to make a complaint please write to the International Student Services Manager at Chichester College. This complaint can be handed in to the appropriate Supervisor at the Halls of Residence, to the Accommodation staff in the student centre or sent by post or email. The email address is accommodation@chichester.ac.uk.

Following an investigation, a full response will be sent to the originator of the complaint. Written complaints to the Accommodation Office will be replied to in writing within five working days in line with the College Feedback and Complaints procedure.

If you are not satisfied with the response you receive, the complaint will be sent to the Quality Improvement Co-ordinator who will follow the College procedure to escalate it to the relevant member of the Senior Management Team.

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

Chichester College is a member of the National Code of Standards for Larger Developments; if a member of the public or a student is not satisfied with the response from the above they can contact the Code of Standards directly (for students in the over 18 accommodation) through their website. www.anuk.org.uk / Larger Student Developments

If a member of the public or a student at the college is not satisfied with the response they can contact Ofsted directly for any issues on under 18 year old students at enquiries@ofsted.gov.uk or www.ofsted.gov.uk or write to:

OFSTED
Piccadilly Centre
Store Street
Manchester
M1 2WD

0300 123 4666

If a written complaint comes in to a specific member of staff, then if appropriate this member of staff will reply in full. All complaints are fed into the main College Quality system.