





***It is our aim to provide all students, trainees and other customers, clients and stakeholders with a high quality service. Occasionally situations may arise when individuals are not content with aspects of the service they are receiving or with the way they are being treated.***

## Complaints Procedure Customer Summary

If you have a complaint about any aspect of the College's service please follow the guidelines below:

1. Initially complaints should be resolved by an approach to a member of the College staff most directly involved.
2. If resolution is not possible or you feel this is inappropriate, the complaint should be forwarded in writing to the Quality & Performance Manager at the College, using the attached complaint form.
3. Your complaint will be acknowledged within three working days and will be investigated thoroughly by the appropriate College staff. We will communicate with you throughout the process and advise you of the outcome.
4. If you are still unhappy or feel that your complaint has not been adequately dealt with, you will have access to an appeals mechanism. Please contact The Secretary of the Governing Body for further details.

South West College is happy to try and resolve any genuine complaint, which you may have. It is only by doing so that we can attempt to improve the service that we offer.

## Complaint Form

Name:

Address:

Postcode:

Tel (Home):

Tel (Work):

Course:

Lecturer: