

CUSTOMER GUIDE TO COMPLAINTS

1 MAKING YOUR COMPLAINT

We do encourage you to try to resolve your complaint informally with the relevant staff member, if at all possible, but failing that, complaints should be submitted in writing. Forms can be downloaded from www.swc.ac.uk or can be requested from Reception at any of our campuses.

Please provide the full details of the incident, indicating what has made you unhappy with our service and what you would like us to investigate.

We can help you submit your complaint if you require assistance. You need to speak to Reception Staff, Student Services or email complaints@swc.ac.uk

You should be aware that all academic appeals follow a different process and you should refer to the relevant course guidance for further information.

2 ACKNOWLEDGMENT

We will acknowledge your complaint within 5 working days of receiving it, by email or post if you have not provided an email address. If your complaint concerns a course admission you will receive an acknowledgment within 2 working days.

We will also inform you of when you can expect a further response to your complaint. Please note that academic complaints will be dealt with in line with the academic calendar.

If you are complaining on behalf of someone else, we will make contact with that person to obtain their permission for you to act on their behalf.

South West College is committed to providing the highest quality of service to all our customers. If a customer is not satisfied with the quality of service provided by the College or College staff, they have the right to complain. The raising of complaints and the provision of feedback provides the College with an opportunity to improve its services.

3 WHAT WE DO NEXT

A senior member of staff will investigate all your concerns by gathering evidence and speaking to all members of staff who are involved.

We may need to contact you to clarify or request further information.

4 RESPONSE

We will respond to your complaint within 20 working days from acknowledgement (5 days if the matter relates to course admission) by email (if you have provided an email address), otherwise by post.

The response will address each of the concerns you raised.

Your response letter will outline your options should you remain dissatisfied with the outcome of your complaint.

5 APPEAL

If you are unhappy with the response you receive, you have the right to appeal in writing to the Chief Executive.

If, you remain dissatisfied after the appeals process, you have the right to take your complaint to the Northern Ireland Public Services Ombudsman (NIPSO). For further information about the role of NIPSO visit www.nipso.org.uk