

If this is a complaint, what action do you feel might resolve the problem at this stage?

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

How your complaint will be handled:

All complaints will be investigated as fairly and fully as possible. We will acknowledge your complaint within 5 working days of receipt of the complaint.

We will endeavour to respond fully to your satisfaction with 10 working days. If a full response is not possible within the time, you will be told how your complaint is being handled.

Every effort will be made to put right the situation leading to the complaint in accordance with our compliments, complaints and suggestions procedure.

If you are not satisfied with the outcome of your complaint you should write directly to the Chief Executive and Principal or if your complaint is against the Chief Executive and Principal, Clerk or a governor, to the Chair of the Corporation. If the complaint is regarding the Chair of the Corporation, this should be submitted to the Chair of the Audit Committee.

You also have the right to complain to the Education and Skills Funding Agency or the Secretary of State for Education.

Should a complaint still be unresolved concerning the **quality of education** provided by the college, then you can refer to:

- a) In respect of further education provision contact: Customer Service Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT or by email to **complaints.esfa@education.gov.uk**

For a copy of the agency's procedure on investigating complaints about providers, please refer to:

www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure

- b) In respect of higher education provision: The Quality Assurance Agency, Southgate House, Southgate Street, Gloucester, GL1 1UB, or call 01452 557 000.

For details of the agency's procedure on investigating complaints about providers, please refer to: **www.qaa.ac.uk/concerns**. Where learners remain dissatisfied with an outcome judgement made by any higher education awarding body the learner can appeal to the Office of the Independent Adjudicator (OIA) at **www.oiahe.org.uk**

- c) In respect of courses accredited by Pearson please refer to **www.qualifications.pearson.com/en/support/contact-us/feedback-and-complaints.html** or write to Customer Services (Complaints and Feedback) Pearson, 190 High Holborn, London, WC1V 7B0H.

For office use only

Reference no:

Date received:

Date acknowledgement sent:

Action by date:

Grade:

Dudley College of Technology
The Broadway, Dudley DY1 4AS
01384 363 000
www.dudleycol.ac.uk



How are we Performing?

Dudley College of Technology prides itself on the level of service it offers to learners, parents, employers and the wider community.

Whatever your views on our performance, we want to hear what you have to say...

Please complete and return the form to the Standards Assurance Coordinator at Dudley College of Technology, The Broadway, Dudley, West Midlands DY1 4AS. Tel: (01384) 363 287

If you require any help to complete this form please contact Learner Services who will be happy to assist you.

I would like to tell you how you are performing by making a...

- Compliment
- Complaint
- Suggestion

Please give details below:

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Signed:
(Please continue on a separate sheet if necessary)

Dudley College of Technology is committed to the development of positive policies to promote equal opportunities for all people regardless of age, disability, gender (including gender reassignment), relationship status, pregnancy/maternity, race, religion/belief, or sexual orientation. The information below is confidential and will be used only to monitor the effectiveness of this policy.

Data Protection Act 1998: Personal data that the college receives as a compliment/complaint/suggestion on this form or in other ways, will be used by the college as a way of listening to local people and service users, to respond to issues raised and to improve services. Data may be shared with other organisations to respond to specific issues that may be raised. Data will not be used for purposes other than the purpose set out above.

Your details:

Name:

Learner ID Number:

Address:

.....

.....

.....

Telephone No.:

Email:

Course Code:

Course Title:

Gender:

- Male Female Prefer not to say

Learner group:

- 16-18 Higher Education
- Adult Dudley Sixth
- Apprentices

I am a...

- Learner
- Employer
- Parent/Guardian
- Other

Please specify:

I do not wish the Students' Union to be involved

Date:

Ethnic origin – I consider my ethnic origin to be:

- English/Welsh/Scottish/Northern Irish/British
 - Irish
 - Gypsy or Irish Traveller
 - Any other white background:
-

- White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other mixed/multiple ethnic background:
-

- Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background:
-

- African
 - Caribbean
 - Any other Black/African/Caribbean background:
-

- Arab
 - Any other ethnic group:
-

- Prefer not to say

Disability:

Do you consider yourself to have a disability?

- Yes No

If yes, are you:

- Registered Non-registered

If you have a disability how does it affect you?

- It affects my mobility
- It affects my vision
- It affects my hearing
- It affects me in another way (please state below)
-
-
-
-