

Customer Feedback and Complaints Procedure

Give us your views and help us to provide the service you want ...

Our promise to you

The College Charter

This outlines our commitment to you as a student and the level of service we aim to provide. Copies are posted around our buildings.

To give us feedback about any aspect of our service, you can:

Complete a feedback card

If you wish to give a compliment, make a complaint or put forward a suggestion, complete a feedback card (available at all College centres). Hand it in at any College centre and it will be forwarded to the Customer Feedback Coordinator. It is also available on the college website: www.racc.ac.uk.

Speak to a member of staff directly

Talk to any member of staff who is involved in the area about which you wish to comment. This includes your course tutor, head of centre or office staff. If you have a problem they may be able to resolve it immediately or they will be able to refer you to someone who can help. They will ensure that your points or comments are recorded through our centralised feedback system.

Put it in writing

You can write, send a fax or email the Customer Feedback Coordinator at: RACC, Community College Clifden, Clifden Road, Twickenham TW1 LR
email: feedback@racc.ac.uk, or via the college website: www.racc.ac.uk
fax no : (020) 8892 6354

Telephone your comments

Please telephone our Customer Feedback Coordinator on (020) 8891 5907 ext. 7515

How will we deal with your feedback?

If you require a response to your feedback

Our Customer Feedback Coordinator will ensure that you receive this as soon as possible. All complaints are dealt with quickly, fairly and sympathetically. Your complaint will be investigated and you will be given an honest response.

Compliments and suggestions as well as complaints are copied to relevant staff or sections of the College.

All feedback will be taken seriously

Whether formal or informal we value all feedback about our service. Strictest confidence will be maintained if this is appropriate to the case.

All feedback is recorded

We record and analyse all feedback and actions required. We pass on all positive feedback.

We will publish information about the feedback we receive

You will find a report on the college website and the notice boards with examples of what we have achieved recently as a result of feedback. For a more detailed breakdown, please contact the Customer Feedback Coordinator (see above).

We have a quality assurance/improvement system

Feedback is reviewed regularly in Senior Management Team Meetings. The Governing Body receives an analysis of feedback and actions proposed.

We are constantly reviewing the Customer Feedback and Complaints Procedure and would welcome any comments you may have on this document. Please follow the steps above to provide us with your feedback.

What happens next?

We will acknowledge your correspondence within 7 working days

We will send you a full response within 20 working days

If it is not possible to resolve your case within this time we will inform you of what the College plans to do and when.

What happens if you are not satisfied with the response?

You should write to the Customer Feedback Coordinator. Your case will be forwarded to a member of Senior Management for review.

If you are still not satisfied with the outcome

You should request that your case be referred to the appropriate body (the Principal and Chair of Governors may be involved at this stage if necessary). Thereafter you may refer the issue to the Learning and Skills Council (LSC). The Customer Feedback Coordinator will provide you with the correct address should this be necessary.

We hope that most problems will be resolved before this action is necessary. To avoid any confusion the Customer Feedback Coordinator will act as your contact person throughout and will maintain an up to date record of your case at all times.

What you can expect

There are various outcomes depending on the nature of your feedback but here are some examples:

- thanks for taking time to give us feedback
- your positive comments will be forwarded
- an apology if we are in the wrong
- a full explanation of the situation
- the action to be taken to put things right

We want you to be satisfied with our service

Student Appeals Procedure - Academic Matters

Where a difficulty arises regarding the issues listed below the matter should firstly be addressed informally through discussion with the course tutor.

If the issue remains unresolved then a student should present the appeal in writing. The full procedure is available on request in the College Learning Centres.

This procedure is **only** for matters listed below .

- Non-admission to a course
- The conduct of the course and assessment procedures
- Dismissal from the course