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| SECTION          | Student          |
| POLICY           | Complaints       |
| DATE OF CREATION |                  |
| VERSION          |                  |
| DATE OF ISSUE    | 19th July 2017   |
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### Step 1

If you have a problem, try to talk to the person most immediately concerned. Try to pick a good time, or make an appointment, so that the person can give you and your problem their full attention.

We would advise you to make your complaint as soon as you have experienced a problem, as a delay may hinder attempts to respond to the matter.

**On Academic Matters:** Ask your course or personal tutor for advice on who you should speak to, e.g. you should approach the Examinations Officer for any problems relating to examinations, or if you have a problem with the delivery of a course you should approach your course tutor, or Assistant Principal of Quality and FE.

**Other Matters:** You should speak to the manager or person in charge of that service. You can obtain the name of the person from your tutor who will assist in arranging for you to speak with that person.

If you experience a problem whilst attending an evening class, please ask the tutor to call the Manager who will listen to your concern and try to solve the problem. If the problem cannot be resolved immediately the Manager will make arrangements for you to speak with the person with responsibility for that area as quickly as possible.

An informal record will be kept of your concern. Management are constantly looking for ways to improve our service to our students - matters of concern brought to our attention by our students assist in this process.

### Step 2 - Formal Complaint Stage

If you are not happy after following Step 1, you may prefer a more formal approach. This should normally be done either by letter, telephone, e-mail, in person, or by completing a Complaints Form. These are held in the main education office. Please address any correspondence to: **Adi Turnpenny, Principal, Club Doncaster Foundation, Eco Power Stadium, Stadium Way, Doncaster, DN4 5JW.** If you would prefer to telephone, call Adi Turnpenny on **01302 764663** or e-mail **adi.turnpenny@clubdoncasterfoundation.co.uk**. If you would rather speak to Adi Turnpenny in person, please contact the education team (Tel 01302 764663) who will arrange for an appointment as quickly as possible.

In all cases a formal complaint will be recorded and acknowledged, in writing, within 5 working days. The acknowledgement will give you the name of a contact person who will coordinate the handling of your complaint.

Every effort will be made to ensure that you receive a written response to your complaint as quickly as possible and certainly within 10 working days of its receipt. If the matter is serious or complicated this may not be possible, but in any event we will make every effort to keep you informed of the situation.

**Step 3**

If, after a reasonable time, you are still not satisfied with our progress, you can ask the Chief Executive to personally investigate, or appoint an appropriate Director to investigate the way in which the complaint is being handled. Once again your letter to the Chief Exec will be acknowledged in writing within 5 working days and a written response following investigation sent to you as quickly as possible, certainly within 14 working days of receipt of your letter.

If you are moving to Step 3 and would prefer to telephone or come along in person, please contact John Davis on 01302 764663 and he will make the necessary arrangements to meet.

**Annual review**

Upon the annual review of policies the Board will consider any notable complaints/themes that may have arisen throughout the year in order to drive the continuous improvement of the college. These will be communicated by the Principal upon request.