



# Complaints Procedure

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# LEEDS COLLEGE OF BUILDING

## COMPLAINTS PROCEDURE

Leeds College of Building aims to provide an excellent service to all its customers, but occasionally things go wrong. We will ensure a speedy and courteous response to any complaint about a service or facility we provide. In addition, we use feedback from complaints to improve our service for all our customers. What we ask from you to help us deal with your complaint is that you:

- explain the issue reasonably, clearly and fully;
- tell us what you have done so far to deal with the issue;
- give us reasonable time to deal with the issue;
- recognise that some things are beyond our control;
- tell us about any special needs you may have.

This procedure has been informed by the guidance/sources of information below:

1. College Governance: A Guide, Department for Business Innovation and Skills, 2014, paragraphs 17 to 20.
2. Procedure for dealing with complaints about providers of education and training, Skills Funding Agency, June 2016 (NB this covers all provision delivered by further education colleges, regardless of the funding stream, and includes provision for students aged 14-16, 16-18, 19+ and higher education).
3. UK Quality Code for Higher Education: Chapter B9 Complaints and appeals, April 2013.

If you have a complaint about a decision regarding your assessed work/examination, please refer to the College's appeals process in the Exams Policy, the Internal Quality Assurance Handbook, the procedure in your course handbook and/or published by the awarding organisation. If you are not satisfied with the College's decision in respect to any appeal, you may follow the College Complaints Procedure outlined below.

### Stage 1 – Informal

Discuss your concerns with the person immediately involved as soon as possible. In this way we can resolve the issue for you quickly and efficiently. If you are not sure who you should speak to in College, contact the Quality Improvement and Enhancement Co-ordinator or Student Services for independent advice. For some complaints (for example a very serious issue) you should speak to the appropriate manager such as a Curriculum Manager, Assistant Faculty Director or Business Support Manager. If the complaint cannot be resolved at this level or it is not appropriate for it to be addressed at this level, then the next stage is to register a formal complaint.

### Stage 2 – Formal

Contact the Quality Improvement and Enhancement Co-ordinator to register your formal complaint. The best way to do this is in writing by completing a complaint form (*Appendix A*) and sending it to us via email ([qualityunit@lcb.ac.uk](mailto:qualityunit@lcb.ac.uk)) or sending it in the post to the Quality Improvement and Enhancement Co-ordinator at the address below. Complaints can also be made by telephone, letter, or in person. Tell us what happened, what you have done so far to resolve the issue, what you would like us to do to in order to resolve the issue and the ideal outcome for you. Student Services staff are an impartial source of advice if you want help to write your complaint.

We will acknowledge your complaint, normally within three working days. Your complaint will be assigned to a member of the Senior Management Team for investigation, who will aim to complete their investigation within ten working days. If there is any delay, we will let you know. The member of the Senior Management Team investigating your complaint may contact you to discuss your case in more detail. Once the investigation is complete you will get a letter from the member of the Senior Management Team investigating your complaint informing you of the outcome.

### Stage 3 – Appeal to the Principal

If you are still not satisfied with the outcome or progress of your complaint, contact the Quality Improvement and Enhancement Co-ordinator to say that you want to make an appeal to the Principal and give the reasons why you are not happy with the response to your formal complaint. The Principal will either investigate your complaint or appoint a member of the Executive Team to undertake a further investigation. Once the investigation is complete you will get a letter from the Principal informing you of the outcome.

#### **Stage 4 – Appeal to the Chair of Governors**

If you are still not satisfied with the outcome or progress of your complaint, contact the Quality Improvement and Enhancement Co-ordinator to say that you want to make an appeal to the Chair of Governors and give the reasons why you are not happy with the response by the Principal to your appeal. The Chair of Governors will undertake a further investigation. Once the investigation is complete you will get a letter from the Chair of Governors informing you of the outcome.

#### **This ends the College's formal complaints procedure.**

If you are still not satisfied with the outcome, you can contact the Skills Funding Agency. For more information see <https://www.gov.uk/government/publications/sfa-complaints-procedure-about-providers>

#### **USEFUL CONTACTS:**

Quality Improvement and Enhancement Co-ordinator

☎ 0113 222 6013

✉ [qualityunit@lcb.ac.uk](mailto:qualityunit@lcb.ac.uk)

📍 Leeds College of Building, North Street, Leeds, LS2 7QT

Student Services

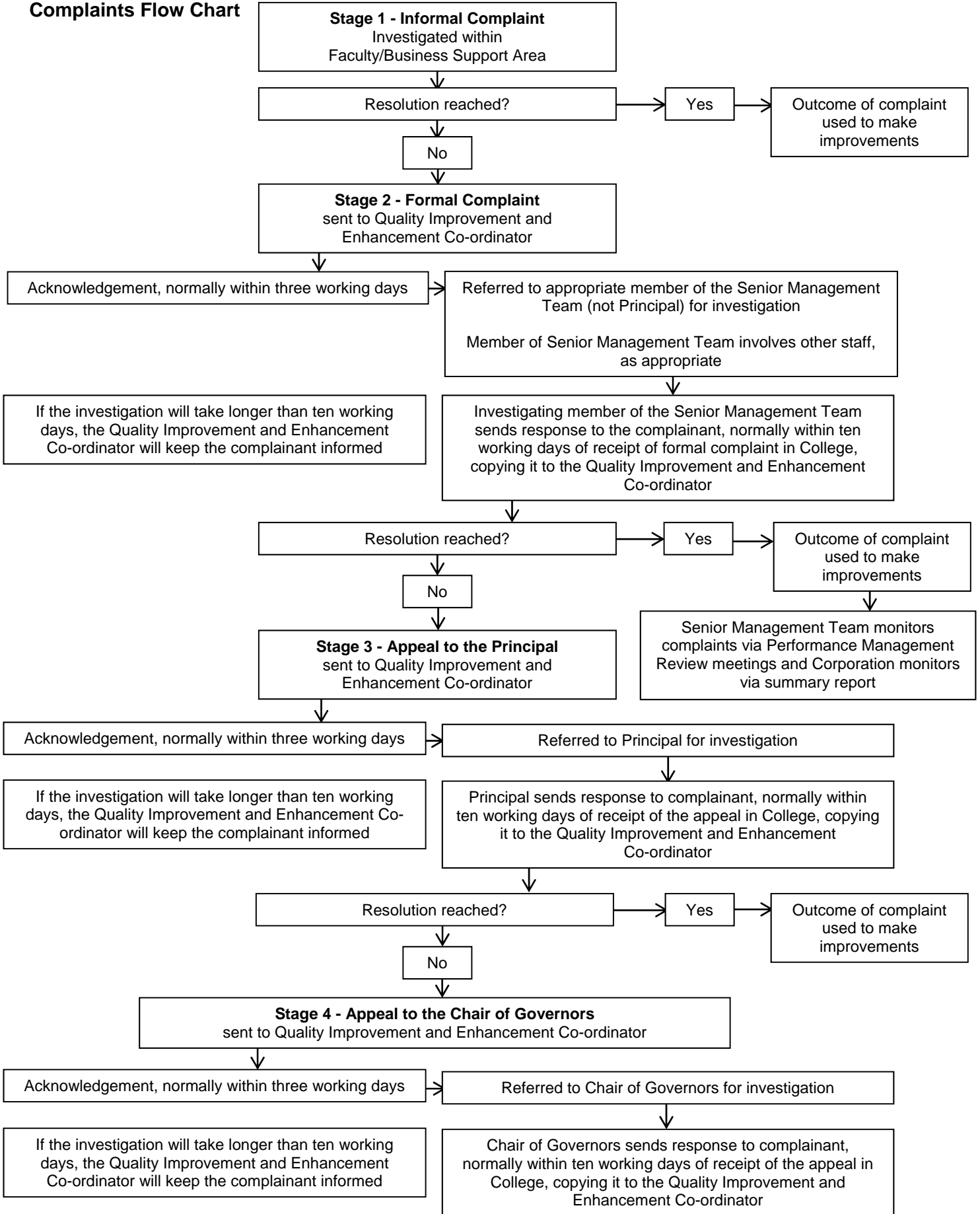
☎ 0113 222 6002

✉ [info@lcb.ac.uk](mailto:info@lcb.ac.uk)

📍 Leeds College of Building, North Street, Leeds, LS2 7QT

Please ask if you want this information in Braille, large print, or on an audio CD.

**LEEDS COLLEGE OF BUILDING**  
**Complaints Flow Chart**



**End of the College's Complaints Procedure**

**FORMAL COMPLAINT FORM**

Leeds College of Building is committed to providing a high standard of service for all its students, clients and visitors. Your comments and/or suggestions will help us to continually improve our service.

You do not have to give us your contact details, but if you don't, this may mean we cannot investigate your complaint fully. If you want a response to your complaint you will need to give us your contact details.

**Your contact details:**

<b>Name:</b>								
<b>Course (Students):</b>		<b>Company Name (Employers):</b>						
<b>Address:</b>		<b>Email:</b>						
		<b>Telephone No:</b>						
		<b>Date:</b>						
<b>Postcode:</b>								
<b>Please place X in the appropriate box</b>	<b>Student</b>		<b>Visitor</b>		<b>Employer</b>		<b>Other</b>	
<b>Tell us what happened, what you have done so far to resolve the issue (Stage 1 of the Complaints Procedure), the response(s) from staff you have already had to date and what outcome you want from the College as a result of this formal complaint.</b>								

When you have completed this complaint form please send it to the Quality Improvement and Enhancement Co-ordinator via: email ([qualityunit@lcb.ac.uk](mailto:qualityunit@lcb.ac.uk)), a reception desk or administrative office in any of the College's buildings or by post to Quality Improvement and Enhancement Co-ordinator, Leeds College of Building, North Street, Leeds, LS2 7QT.

<b>For office use only</b>			
<b>Complaint Reference:</b>			
<b>Received in Quality Unit by:</b>		<b>Date:</b>	
<b>Acknowledgement sent by:</b>		<b>Date:</b>	
<b>Assigned by Quality Improvement &amp; Enhancement Manager to:</b>		<b>Date:</b>	
<b>Sent for investigation by:</b>		<b>Date:</b>	
<b>Tracking notes:</b>			
<b>Outcome sent by:</b>		<b>Date:</b>	