

THE RECORDING WORKSHOP



COMPLAINTS' PROCEDURE

INTRODUCTION.

The Citizens' Charter highlights the need to offer an efficient and effective complaints' procedure. The Recording Workshop declares its intention to provide a high quality service. The College therefore recognises that students, customers and other members of the public have a right to complain about College services. All complaints will be dealt with fairly and expeditiously.

APPLICABILITY OF THIS POLICY AND PROCEDURE

This Policy covers all aspects of College provision including Academic Services, The behaviour of individuals and Non-academic services and facilities.

ACADEMIC SERVICES

Academic services include all aspects of the delivery and support of teaching and learning, including classrooms, facilities and resources.

A student who has a complaint may wish to have an initial informal discussion with their Personal Tutor. If the issue is not addressed to the student's satisfaction, he/she should make their complaint in writing, using the Comments & Complaints form available from Reception. This should be left in the 'Suggestions, Compliments or Complaints' box at Reception. Complaints will be dealt with in accordance with the appropriate Policy and Procedure.

THE BEHAVIOUR OF INDIVIDUALS

Where the complainant feels that the behaviour of an individual(s) towards him/her is intimidating, humiliating, embarrassing or offensive, and is affecting their work, the Preventing Harassment & Bullying Policy & Procedure for Staff and Students will be applied.

It is advisable in the first instance to raise the matter directly with the person concerned. If the complainant feels unable to do so, or if after initial contact, the matter remains unresolved, the complainant should contact their Personal Tutor. Any further action may be handled within the guidelines of the Preventing Harassment & Bullying Policy and Procedure.

If the complaint is about an individual member of staff or student for a reason not covered by the Preventing Harassment & Bullying Policy and Procedure, the complaint should be made in writing, using the Comments & Complaints form and left in the "Suggestions, Compliments or Complaints" box at Reception.

NON-ACADEMIC SERVICES AND FACILITIES

Health & Safety

In the first instance the complainant should contact the Health & Safety Officer.

Any other non-academic service provided by the College to students and members of the public the complaint should be made in writing, using the Comments & Complaints form available at College Reception. This should be left in the 'Suggestions, Compliments or Complaints' box at Reception.

INDEPENDENT ARBITRATION

If a complaint has not been dealt with satisfactorily it can then be taken to an independent arbitrator or ACAS.