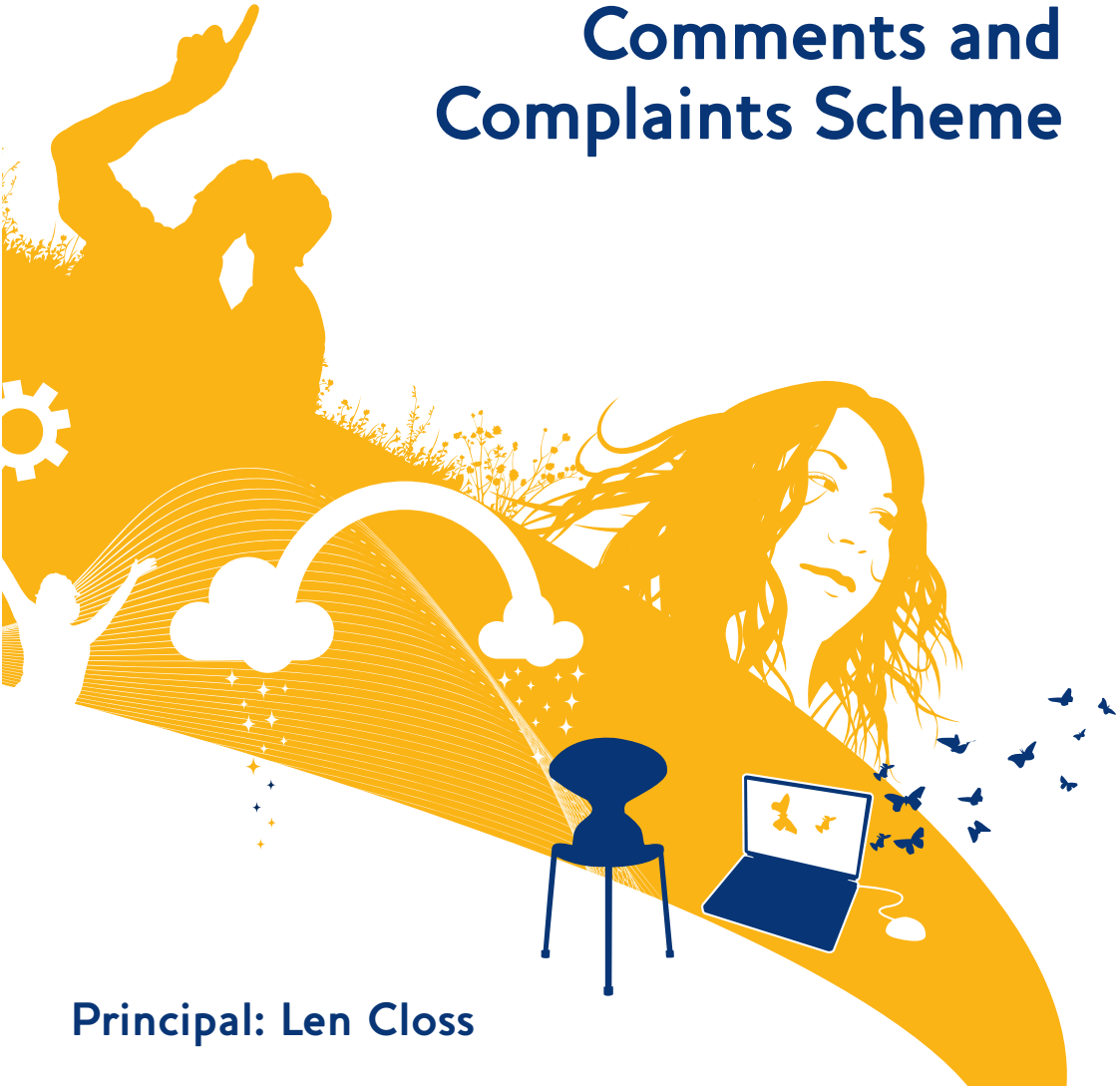


“TELL US HOW WE ARE DOING”

Comments and Complaints Scheme

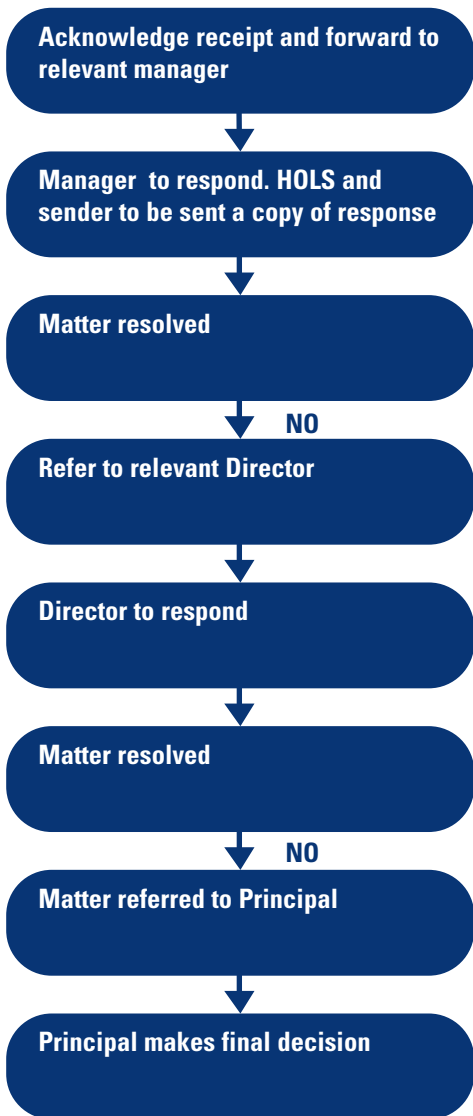


Principal: Len Closs

Tell us how we are doing Flow Chart

The Complaints Process

Timescale for responses (cumulative time in brackets)



One week
(1 week)

Two weeks
(3 weeks cumulative)

Acknowledgement / interim response
within 1 week
(4 weeks cumulative)

Director to reply within 2 weeks
(6 weeks cumulative)

Principal acknowledgement
1 week
(7 weeks cumulative)

Principal reply
2 weeks
(9 weeks cumulative)

“TELL US HOW WE ARE DOING”

For details of the Comments and Complaints Process see the chart on the back of this document. For detailed procedures, please ask at the Learner Support Centre or in faculty offices.

College Charter

In accordance with the College Charter, we welcome your comments and complaints. Whatever you say will be taken seriously and dealt with as efficiently as possible.

The College usually expects complaints to be made to it by the person concerned. However it will consider complaints made by a Learner’s parent or advocate. If you need help making your complaint, the college Learner Support staff will be pleased to help you.

If you have a problem with a particular course, discuss the matter first with your

tutor to allow him/her the opportunity to resolve the matter. If you remain dissatisfied, use this form to give the details and send it to The Head of Learner Services. Reception, the Learner Support Centre or your faculty office will provide you with envelopes.

For any other complaints not directly related to a course, use this form and send it to the The Head of Learner Services, Northampton College, Booth Lane, Northampton, NN3 3RF. Or e-mail learnersupport@northamptoncollege.ac.uk

The manager responsible for investigating your complaint will write to you explaining what they have found and what action is to be taken as a result of the investigations. Where this involves a member of staff, specific detail of action taken is not possible. This is to ensure that our employees are afforded appropriate dignity at work.

Please provide the following information

Your name _____

Your address _____

A contact telephone No. _____

The Title of your Course (if applicable) _____

Equal Opportunities Monitoring Form



Equal Opportunities Monitoring

Your co-operation in providing the information on this monitoring form will be appreciated. Please be assured it will be treated confidentially and will contribute to the development of College policies and procedures aimed at diversity and inclusion.

The information on this form will not be shared with any person involved in investigating this complaint.

Ethnic background - please tick the box that describes your ethnic origin:

Asian or Asian British

Bangladeshi Indian Pakistani Other Asian Background

Black or Black British

African Caribbean Other

White

British White Irish Other

Chinese

Chinese or other ethnic group Any Ethnic group

Mixed

White and Asian White and Black African
White and Black Caribbean Any other mixed background

Gender

Male Female

Disability

Do you consider yourself to be a disabled person under the terms of the Disability Discrimination Act?

Yes No

