

Complaints Form West Herts College Group

What to do if you want to tell us about something that has gone wrong....

If you wish to make a formal complaint you should complete the Complaints Form (Appendix A) below and return it to the College's Quality via e-mail to: qualityteam@westherts.ac.uk

Alternatively, you can complain by other methods of communication on an agreed basis e.g. telephone, post, via the College website.

If you need help to make a complaint, members of staff working in the College's Student Support team will be pleased to help you.

You can speak to them by telephone or e-mail via heretohelp@westherts.ac.uk or heretohelp@barnfield.ac.uk

On receipt of a complaint, the Quality team will:

- Acknowledge your complaint by the most appropriate method of communication
- Refer the complaint to the most appropriate senior manager in order to resolve the complaint promptly and efficiently
- The senior manager will provide a response confirming the actions taken in writing, or by other agreed methods of communications within 10 working days
- Where complex matters require detailed investigation which may extend beyond 10 days, you will be kept updated on the progress and status of your complaint

Complaints Form (Appendix A)

First name:		Last name:	
Course title: (If applicable)		Campus: (If applicable)	
Contact Telephone Number:		Address:	

I am a... (please tick)

Student	<input type="checkbox"/>	Parent/carer of student	<input type="checkbox"/>
Employer	<input type="checkbox"/>	Visitor	<input type="checkbox"/>

Complaints Form Appendix A

Details of complaint (please continue on additional pages if needed):

Signature: _____

Date: _____