

Getting it Right? Getting Better?

If you have a comment which you think might help us improve our services, we would really like to know. We have a number of different ways you can communicate with us for example:

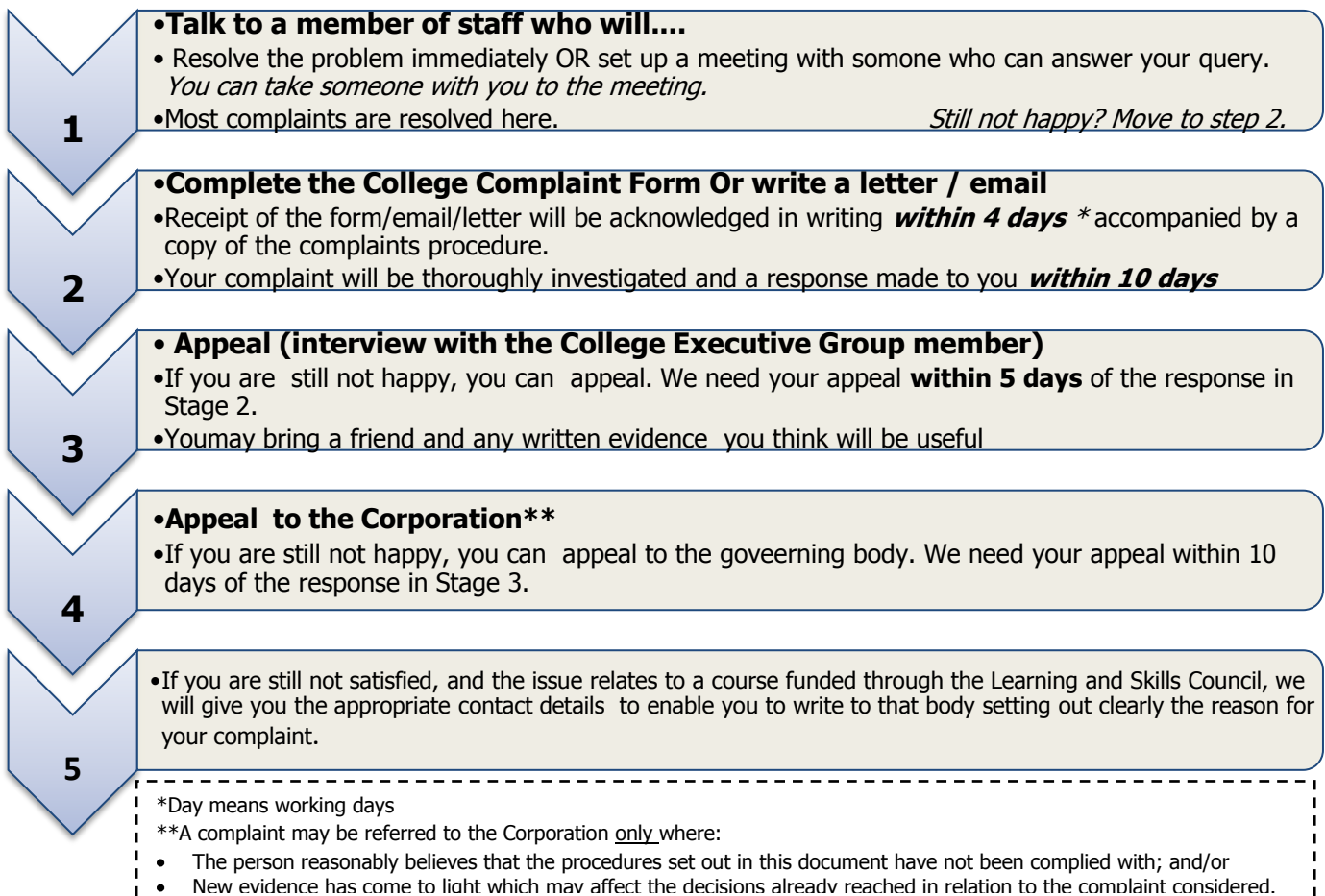
- 1) If you are a student, your tutor or teacher will always listen to your comments and feedback and seek to resolve any problems.
- 2) Comments, suggestion and feedback cards are available at all service points – or use the online facility.
- 3) Course representatives work with the Student Union and departmental forum groups.

If things go wrong

Most people are very happy with the service they receive. But we realise that sometimes things can go wrong.

- If this happens tell us immediately so that we have the opportunity to put things right. We will act on your comments so that we avoid making similar mistakes in the future.
- All complaints are treated confidentially
- We keep statistical information to help us see patterns of recurring difficulties for learners and other college users and take action.
- All written complaints (by you or on your behalf) will be investigated confidentially and thoroughly.
- There are five possible steps in the Complaints Procedure. We will do our best to resolve your complaint to your satisfaction at an early stage in the procedure but if you feel that this has not happened, you may wish to move to the next stage.

Making a complaint: Staged process



If you need further help you can seek support from the Student Liaison Officer. If you are not sure how to tackle the problem ask the Welfare Officer or a member of the Student Services team in BO13 at the Plumstead Centre.