



COMPLAINTS

March 2021



Making a Complaint

We do everything we can to ensure your experience of the College is an excellent one. However, if you do have a bad experience it's better to let us know, so that we can resolve the issue for you and improve things in the future.

We aim to respond quickly. If we work together, we may be able to resolve an issue informally (Stage 1). You are welcome to discuss your complaint with any member of staff or Student Union representative.

However, if you are not satisfied with the response, or don't wish to discuss your complaint in this way, you can submit a formal complaint (Stage 2).

To make a formal complaint a Complaint Form and / or written letter of complaint should be submitted by any of the following methods:

Email

feedback@themanchestercollege.ac.uk

Post

Complaint Administrator
The Manchester College
Ashton Old Road
Openshaw
M11 2WH

In person

Due to the size of the College, we recommend sending complaints directly to the Complaint Administrator using the above contact details.



Your complaint should include:

- Full name
- Student ID (where applicable)
- Contact details
- What the complaint is about
- Any action taken so far
- The required outcome / resolution

Complaints should be raised within 12 months of the original issue, so that evidence is available for investigation. Any complaint received after this period may not be considered and is at the discretion of the Director of Planning and Performance.



Next Steps

- We will write to you within five working days to acknowledge your complaint
- Your complaint will be assigned to the most appropriate Complaint Manager and Complaint Investigator
- The Complaint Manager will always be a Manager or more senior member of staff
- Details of the complaint will always be handled sensitively and only disclosed to anyone who needs to know them, as part of the complaint investigation
- We aim to fully investigate and respond to you within 20 working days
- If the investigation is likely to take longer than this we will keep you informed of our progress by your preferred method of contact.



Appealing a Decision

If you are dissatisfied with the outcome of your complaint, you may be entitled to appeal against the decision (**Stage 3**). An appeal will only be considered if you can evidence one or more of the following:

- **Any aspect of the original complaint was not investigated**
- **The investigation findings do not match the outcome**
- **There is new evidence which was not reasonably available at the time of the original complaint investigation**
- **The College's Complaints Process was not followed**

The purpose of an appeal is to review the original complaint investigation and outcome, to ensure the most appropriate conclusion was reached (**Stage 4**). We aim to fully review and respond to you within 20 working days. Please refer to our Complaint Policy for full details.

External Appeal

After Stage 2, 3 or 4, if you remain dissatisfied, you may have the right to escalate your appeal externally, either with the Education and Skills Funding Agency, university partner or the awarding body for your qualification.

Full details will be provided to you in your formal outcome letter and can also be found in our Complaint Policy.

Policy and Procedures

This is a brief guide to our complaints procedure. We have a full Complaints and Compliments Policy, which can be found on:

- The student intranet
- The Manchester College website
- UCEN Manchester website
- Request from feedback@tmc.ac.uk

Useful Contacts

Students' Union

Email: SU@ucenmcr.tmc.ac.uk

For Subject Access Requests or complaints about data protection

Email: dpo@lategroup.co.uk



This information can be made available in Braille, large print, electronically or on audio CD on request.

