



COMPLAINTS

September 2019



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 their 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

Director of Planning and Performance
Complaints
The Manchester College
Ashton Old Road
Openshaw
M11 2WH

In person:

Hand in at any campus reception



Your complaint should include:

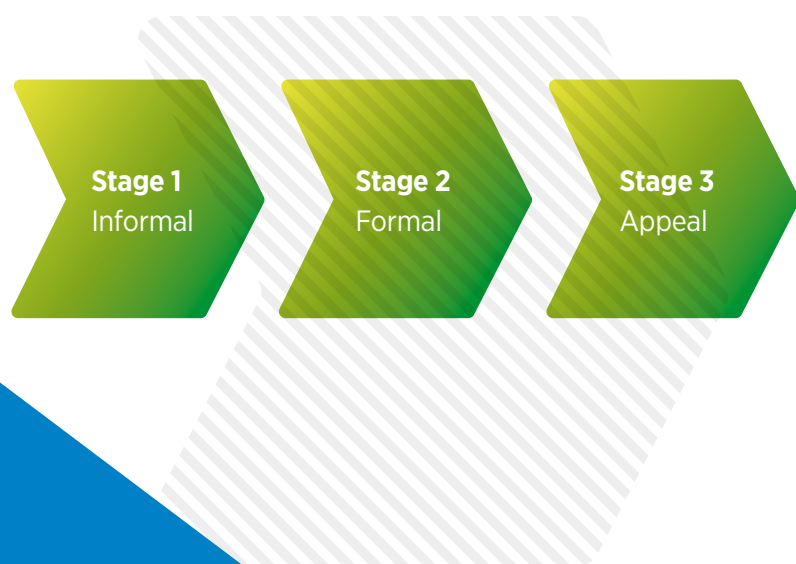
- Full name
- Student ID (where applicable)
- Date of birth
- Contact details
- What the complaint is about
- Any action taken so far
- The required outcome / resolution

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.
- Your personal details will always be handled sensitively and only disclosed to anyone who needs to know them, as part of the complaint investigation
- We aim to have relayed the details and outcome of the investigation 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. We aim to relay the details and outcome of the investigation to you within 20 working days. Please refer to our Complaint Policy for full details.

If your complaint relates to a course funded by the Education and Skills Funding Agency and our complaints and appeals process has been exhausted, you can contact the agency within 12 months of the complaint decision, using the details below:

Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry, CV1 2WT

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:

- Student intranet
- The Manchester College website
- UCEN Manchester website

Useful Contacts

Students' Union

Email: SU@ucenmcr.tmc.ac.uk

Complaints relating to Subject Access Requests / data protection

Email: dpo@ltegroup.co.uk



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

