

# HOW ARE WE PERFORMING?

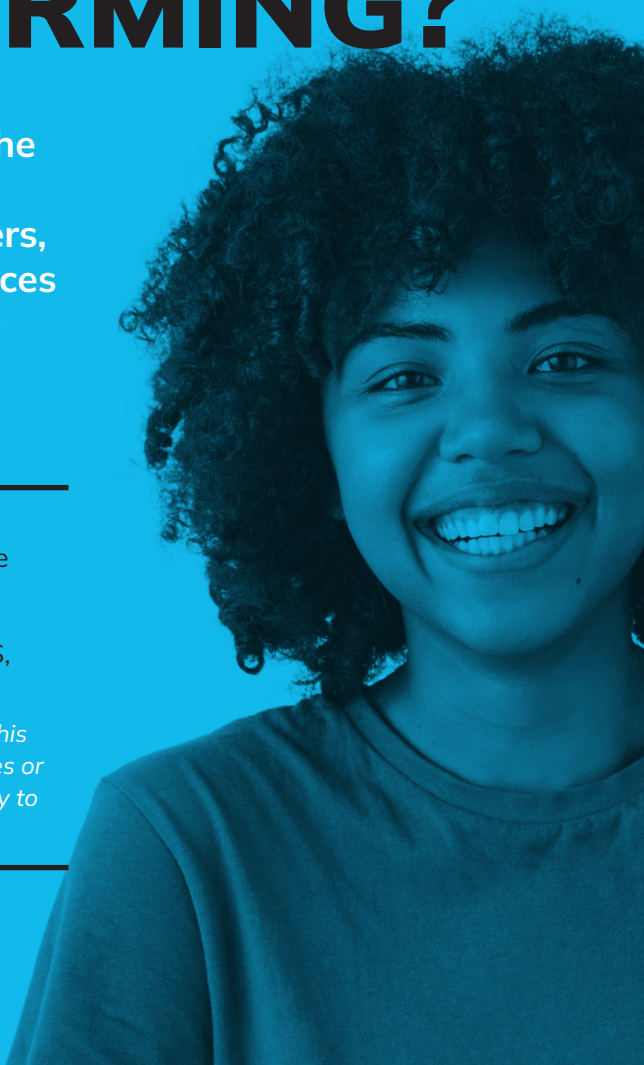
This form is one way the college listens to local people and service users, to monitor good practices whilst also responding to issues raised to improve services.

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Please complete and return the form to the Standards Assurance Coordinator at Dudley College of Technology, The Broadway, Dudley, West Midlands DY1 4AS, or College reception.

*If you require any help to complete this form, please contact Learner Services or the Student Union who will be happy to assist you.*

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*Please tick to identify if this is a...*

☐ **Compliment**      ☐ **Complaint**      ☐ **Suggestion**

Please complete below with your details. We have a responsibility to collect and store the personal information you are providing in line with UK GDPR law. The personal information you share on this form will be used to deal with your query, complaint or compliment.

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Name: .....

Learner ID Number: .....

Address: (we will usually contact you by email, but please provide a postal address in case we need to send you some documents)

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Telephone No.: .....

Email: .....

Course Code: .....

Course Title: .....

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**I am a...**

☐ Learner      ☐ Employer      ☐ Parent/Guardian      ☐ Other

Please specify:

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**Gender:**

☐ Male      ☐ Female      ☐ Another      ☐ Prefer not to say

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**Learner group:**

☐ 16-18      ☐ Adult (19+)      ☐ Apprentices      ☐ Higher Education      ☐ Dudley Sixth

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**Ethnic origin:**

**Asian or Asian British:**

☐ Indian      ☐ Pakistani      ☐ Bangladeshi      ☐ Chinese      ☐ Any other Asian background

**Black, Black British, Caribbean or African:**

☐ Caribbean      ☐ African      ☐ Any other mixed/multiple ethnic background

**Mixed or multiple ethnic groups:**

☐ White and Black Caribbean      ☐ White and Black African      ☐ White and Asian  
☐ Any other Mixed or multiple ethnic background

**White:**

☐ English, Welsh, Scottish, Northern Irish or British      ☐ Irish      ☐ Gypsy or Irish

**Other ethnic group:**

☐ Arab      ☐ Any other ethnic group  
☐ Prefer not to say

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Disability:

Do you consider yourself to have a disability?

- ☐ Yes
- ☐ No

If yes, are you:

- ☐ Registered
- ☐ Non-registered

If you have a disability how does it affect you?

- ☐ It affects my mobility
- ☐ It affects my vision
- ☐ It affects my hearing
- ☐ It affects me in another way (please state below)

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If this is a compliment or suggestion, please give details below:

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If this is a complaint, have you attempted to resolve this locally with relevant staff member(s) and/or the Students' Union?

- ☐ Yes
- ☐ No

If you answered 'No', please attempt this route first.

What is the nature of your complaint? Continue on a separate sheet, if necessary. Please try to use clear language, bullet points, and use only factual information.

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What outcome/s do you hope to achieve through this complaint?

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# How will your complaint be handled:

## MAKING A FORMAL COMPLAINT

- If you have been unable to resolve the issue informally, you can make a formal complaint
- You can complete a complaint form, which is available from reception or [ccs@dudleycol.ac.uk](mailto:ccs@dudleycol.ac.uk)



## COLLEGE ACKNOWLEDGEMENT

- You will receive a receipt and acknowledgement within 5 working days and your complaint will be passed on to the relevant investigating officer.
- Your receipt will have the name of the investigating officer. The standards assurance co-ordinator will nominate the appropriate officer to investigate the complaint. The nominated person to lead the investigation will be a member of the wider leadership team for that area.



## COLLEGE RESPONSE TO YOUR COMPLAINT

You will receive a written response to your complaint usually no later than 10 working days. On completion of an investigation the investigating officer can:

- Uphold the complaint
- Not uphold the complaint
- Partially uphold the complaint



## INTERNAL: APPEAL (dealt with by the College)

- If you are not satisfied with the response to your complaint you can appeal to the College. The appeal must be submitted within 15 working days of receiving the written response to the complaint.
- You can expect a response to the appeal usually within 10 working days.



## EXTERNAL: APPEAL (dealt with by the relevant external agency)

- If you are not satisfied with the outcome of your appeal, you can choose to contact the Department of Education (FE Students), or the Office of the independent Adjudicator (HE Students) or Access to HE (Access to HE students) with the final letter you have been issued.

### For office use only

Reference no:

Date received:

Date acknowledgement sent:

Action by date:

Grade: