



## **Complaints & Grievance Procedure**

The Centre is committed to delivering a high quality service and encourages its users to tell it where there is cause for concern and a case for improvement.

At the same time it is expected that in raising possible issues of complaint, students and tutors will have observed their obligations as members of the Centre, through meeting their course or work commitments and a level of general behaviour that accords with Centre regulations and reasonable consideration for others.

Other users will be expected to have observed an acceptable level of behaviour and consideration for others.

We aim to handle complaints in a way that:

- Is fair and efficient
- Treats complaints with seriousness, sympathy and confidentiality
- Facilitates early resolution

### **How to Complain**

This procedure outlines a number of simple routes to be used by any student, member of staff or other user depending on the seriousness of the complaint.

The following list indicates examples of the type of complaint covered by this procedure:

- Misinformation about your course
- Poor teaching or supervision
- Insufficient facilities
- The behaviour of a member of staff
- The behaviour of a student
- The behaviour of one student to another
- A failing in a Centre service

Do remember that complaints will not always produce the outcome you are looking for. For instance, policy decisions or resourcing beyond the Centre's control may affect the level of service provided.

However, whatever the decision, we undertake to inform you of the result of a complaint and the reasons for it.

## **THE COMPLAINTS PROCEDURE**

### **STAGE 1**

Complaints of a minor nature should be raised immediately with the person responsible with the aim of resolving the problem directly and informally. It is anticipated that the vast majority of complaints will be resolved in this way.



Our feeling is that the majority of complaints/issues/problems are capable of being resolved at Stage 1 within a target of 10 working days.

For users of the Centre that are not students, you may approach the member of staff concerned, alternatively follow Stage 2 of these procedures.

Stage 1 will generally be an oral process any staff involved will be encouraged to share the experience where the effectiveness of the section could benefit.

If you are still not satisfied with the response to your complaint, you should use stage 2 of the procedure outlined below.

## **STAGE 2**

The Centre appreciates that there may be occasions where the above process is inappropriate and that a more formal approach is necessary.

You should use the Centre's Complaint Form which is available from the website.

Students, where it has not been possible to resolve matters to your satisfaction under Stage 1, you should write to the Student Services Manager.

[k.cullen@distancelearningcentre.com](mailto:k.cullen@distancelearningcentre.com)

The Student Services Manager,  
Distance Learning Centre  
The Beeches  
Todmorden Road,  
Bacup,  
Lancashire,  
OL13 9DU.

Members of staff, other DLC users or complaints pertaining to the Student Service Manager should be sent to the Director of Studies.

[k.hayday@distancelearningcentre.com](mailto:k.hayday@distancelearningcentre.com)

Director of Studies,  
Distance Learning Centre,  
10 Ingledene,  
Hebden Bridge,  
West Yorkshire,  
HX7 6PQ.

Your complaint must be specific and comprehensively documented. You should present full details, including your name and address, any relevant documentation, and dates, locations and witnesses as appropriate. You should also detail any previous unsuccessful attempts at resolution. Finally, you should state what reasonable steps you believe should be taken to resolve the complaint.



The member of staff above will then approach the relevant person on your behalf to try to facilitate the resolution of your complaint.

You should expect to receive an acknowledgement of your written complaint within 10 working days. It is our aim that most complaints under Stage 2 should be resolved within 28 days. You will be informed if there is likely to be any delay in the process.

The Manager who receives the complaint will notify you in writing of the result of your complaint and the reasons for the decision.

### **STAGE 3**

If, despite the best efforts of managers and Directors you still remain concerned, you can ask the Centre to contact the external verifier to investigate your complaint. However, you must have the followed stages 1 & 2 above before doing so. There will be a charge for this.

### **Sensitive Issues/Complaints**

If you have an issue which is not about the Centre's services or teaching but instead relates to a more sensitive and personal issue such as harassment, you can refer to the Centre's separate procedures on equal opportunities which sets out what action you can take. Copies are available on the website.

### **The Centre Guarantee**

If you have a concern, do not hesitate to raise it. We would like to hear from you as early as possible to resolve the problem and to put things right for the future.

We welcome your views and suggestions. We will monitor all comments and complaints, treat them seriously and follow our procedures and timescales. We will always endeavour to continuously improve our service.