



Wirral Met College

## **Student comments, compliments and complaints procedure**

This procedure tells you:

- **how to provide constructive feedback, to help us improve our services**
- **how to tell us if you think we are doing well**
- **how to complain if things go wrong**

At Wirral Met College we are committed to providing a high standard of service. You have an important part to play by telling us when we do things well and when we don't do things as well as you would like. By letting us know, we can use your experience to improve our service. We want to learn from your experiences and if you compliment us on doing something well we can ensure that good practice is shared. If you are not happy about our service, or have suggestions on ways we could improve things, we also welcome your feedback. Wirral Met is **your College so please tell us what you think. Your opinion counts!**

### **What if I have an idea of how to improve something at College?**

If you have an idea that could help us to improve please summarise it and post it in the **Feedback and Comments Postbox**. These are located outside the refectory areas at 12 Quays and Wirral Waters campuses and in the Reception areas at the Conway Park and Oval campuses.

Your ideas will be considered every term and each entry will be entered into a number of prize draws throughout the year to win shopping vouchers, lunch vouchers, sweets and chocolates etc.

### **What if I want to compliment something at College?**

You can write to the Principal to briefly outline why you are so pleased. The Principal will ensure that the staff and teams involved are informed and we will use your feedback to share and inform this good practice in other areas.

If you want to acknowledge the service or support of a particular member of staff, you can also nominate them for a Student Experience STAR Award. This is an annual awards scheme, run by our Students' Union. For more information on this please contact the Students' Union on the number below.

### **What should I do if I am not happy about something at College?**

**If your complaint involves discrimination or harassment of any kind, you should ensure that the incident is reported to a member of staff, who will see that it is dealt with immediately. If you are unsure who to contact, please contact Student Services at Reception or the Quality Unit.**

Please note that we will not investigate anonymous complaints and we require any complaint to be raised within 4 weeks of the issue occurring.

### **Who can help me with the complaints process?**

Our Quality Unit can assist you with any aspect of your complaint. Students can also seek assistance from the Students' Union.

If you wish someone else (a carer, advocate or parent) to make a complaint on your behalf, we will need your permission to investigate the points raised.

### **How can I try and resolve my complaint, quickly?**

#### **Stage 1 - Informal process**

If you are unhappy about any aspect of our service, we will try to resolve your dissatisfaction quickly and informally. In the first instance, please raise your issue with the most appropriate member of staff. This is likely to be your personal tutor, or a member of staff in Student Services, Employer Services or the Students' Union. If you need help understanding who best to speak to, contact our Quality Team.

We hope that this will enable your issue to be resolved. However, if your issue is not resolved informally, this procedure will help you to raise a formal complaint.

### **How do I make a formal complaint?**

#### **Stage 2 - Formal process**

If you have been unable to resolve your issue at stage 1, please contact the Quality Unit who will explain how you can progress your complaint to the formal, stage 2 process. All complaints will be treated in strict confidence. However, you should be aware that it will be necessary to investigate your complaint fully and this may involve speaking to any people involved. At each stage in the complaints procedure, you will be advised of what you are required to do. The Quality Unit will nominate a College Manager/Director to investigate your complaint.

Your complaint will be acknowledged within 3 working days and normally, we would expect to investigate it and provide you with a written response, within 20 working days. If the circumstances require a longer period to properly investigate your complaint, we will write and inform you.

### **What if I am not happy with the outcome of my formal complaint?**

#### **Stage 3 - Appeal process**

If you are dissatisfied with the outcome of our investigation, you have 5 working days to submit an appeal. In these circumstances you must formally confirm, in writing, to the Quality Unit, what aspects of the stage 2 outcome, you wish to appeal. You should identify and provide information that supports your view as to why you feel the outcome is inappropriate. The grounds of your appeal will then be considered by a member of the Senior Leadership Team who has not been involved in stage 2 of the process. They will review the outcome of stage 2 and consider the specific issues that you are appealing against.

Their decision is the final stage of the internal process and you will be informed of the outcome, in writing, within 15 working days, in normal circumstances. If the circumstances require a longer period to properly consider your appeal, we will write and inform you.

If following Stage 3 – Appeal Process you remain unsatisfied with the outcome, you may want to pursue the matter externally by contacting one of the following organisations:

Further Education Skills Funding Agency  
Ofsted  
Higher Education Funding Agency  
Quality Assurance Agency

Office of the Independent Adjudicator for Higher Education  
Information Commissioners Office

Contact details to ask for help, as detailed in this procedure:

Telephone: 0151 551 7777  
E-mail: [quality@wmc.ac.uk](mailto:quality@wmc.ac.uk)

Student Services

Last updated: November 2017  
Version: 06  
Status: Open

