

Carlisle College is part of NCG (one of the largest training groups in the UK). Carlisle College Complaints Procedure is part of the NCG Complaints Policy to ensure a positive experience for those who learn with us or use our services.

Stage 1 - Informal

Carlisle College aims to provide inspirational, enjoyable and successful learning experiences that support learners to achieve their ambitions. However, we appreciate that there may be occasions when you are not completely happy with things at the College. This complaints procedure has been put in place to help deal with these instances. Rather than let an issue of concern become a complaint, we hope that you will try to resolve your issue promptly and informally by:

Students:

- raising your concerns directly with your tutor/assessor or another member of staff who you feel comfortable talking to.
- speaking to your Progress Coach or another member of Student Services staff.
- talking to your Class Representative and asking them to represent your views through the learner voice system.

Employers:

- raising your concerns directly with the Course Leader, assessor or Curriculum Team Manager.

General:

- raising the issue directly with the person, who in your opinion, is responsible for your dissatisfaction or concern about the service provided.
- Raise the issue with the supervisor or manager for the area/service concerned.

Stage 2 - Formal

If your concern is not resolved at Stage 1 or you feel the issue has not been responded to satisfactorily, you can take your complaint to Stage 2 of the College Complaints Procedure.

Formal complaints are submitted via the Senior Receptionist and then forwarded to the Principalship team who identify the most appropriate manager to deal with the complaint.

A formal complaint should be made using a customer complaint form (CC1) which can be obtained through the reception, student services, through course tutors or downloadable from the Carlisle College Website at the end of this document. Once completed, the form should be submitted to the Senior Receptionist or, if the complaint is in relation to reception staff, through student services.

You should identify both the nature of the complaint and, if appropriate, the individual against whom the complaint is being made. Any complaint against an individual will be dealt with in a confidential manner.

Upon receipt of the Complaints Form, we will write to you within 5 working days acknowledging receipt of your complaint. Anonymous complaints will not be accepted or acted upon.

The complaint will be forwarded to the Principalship team who will allocate the complaint to the most relevant Manager in the College to investigate. The investigating Manager may contact you for further information and may ask to meet with you to discuss the details of the complaint further. The investigating Manager will provide you with a formal response within 15 working days of the date of the acknowledgement letter. If we are not able to do so within this timescale, we will write to you and let you know.

Stage 3 - Appeal

FE Students

If you are dissatisfied with the response to your Stage 2 complaint, you have the right to escalate your complaint to Stage 3. You should put your appeal in writing, detail the reason for your dissatisfaction, what you have done to try to remedy the complaint informally and what you would like us to do next. Any complaint against an individual will be dealt with in a confidential manner. Stage 3 appeals should be sent to the office of The Principal. We will write to you, acknowledging receipt of your appeal within 5 working days. We will normally write to you with the outcome of the investigation into your appeal within 15 working days of receiving the appeal. If we are not able to do so within this timescale, we will write to you and let you know.

HE Students

If you are a HE student on a UCLan programme and are dissatisfied with the response to your Stage 2 complaint, you may refer your complaint to UCLan under Stage 3 – Review Stage, within 15 working days of completion of Stage 2. Please refer to UCLan for further details.

http://www.uclan.ac.uk/corporate_information/complaints-procedure.php

Stage 4

FE Students

If your concern is not resolved at Stage 3 and you are still not happy you can appeal to the Education and Skills Funding Agency (ESFA) for all courses. Before you can do this, you must have exhausted all three stages of the College's Complaints Procedure. If your concern reaches this stage, we will give you full information on how to proceed. You should note that any complaint made to the ESFA must be made in writing within 12 months of exhausting the above Complaints Procedure.

The address for the ESFA is:-

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

HE Students

If your concern is not resolved at Stage 3 and you are still not happy, you can appeal to the Office of the Independent Adjudicator (OIA). Before you can do this, you must have exhausted all three stages of the College's Complaints Procedure. If your concern reaches this stage, we will give you full information on how to proceed. You should note that any complaint made to the OIA must be made in writing within 12 months of exhausting the above Complaints Procedure.

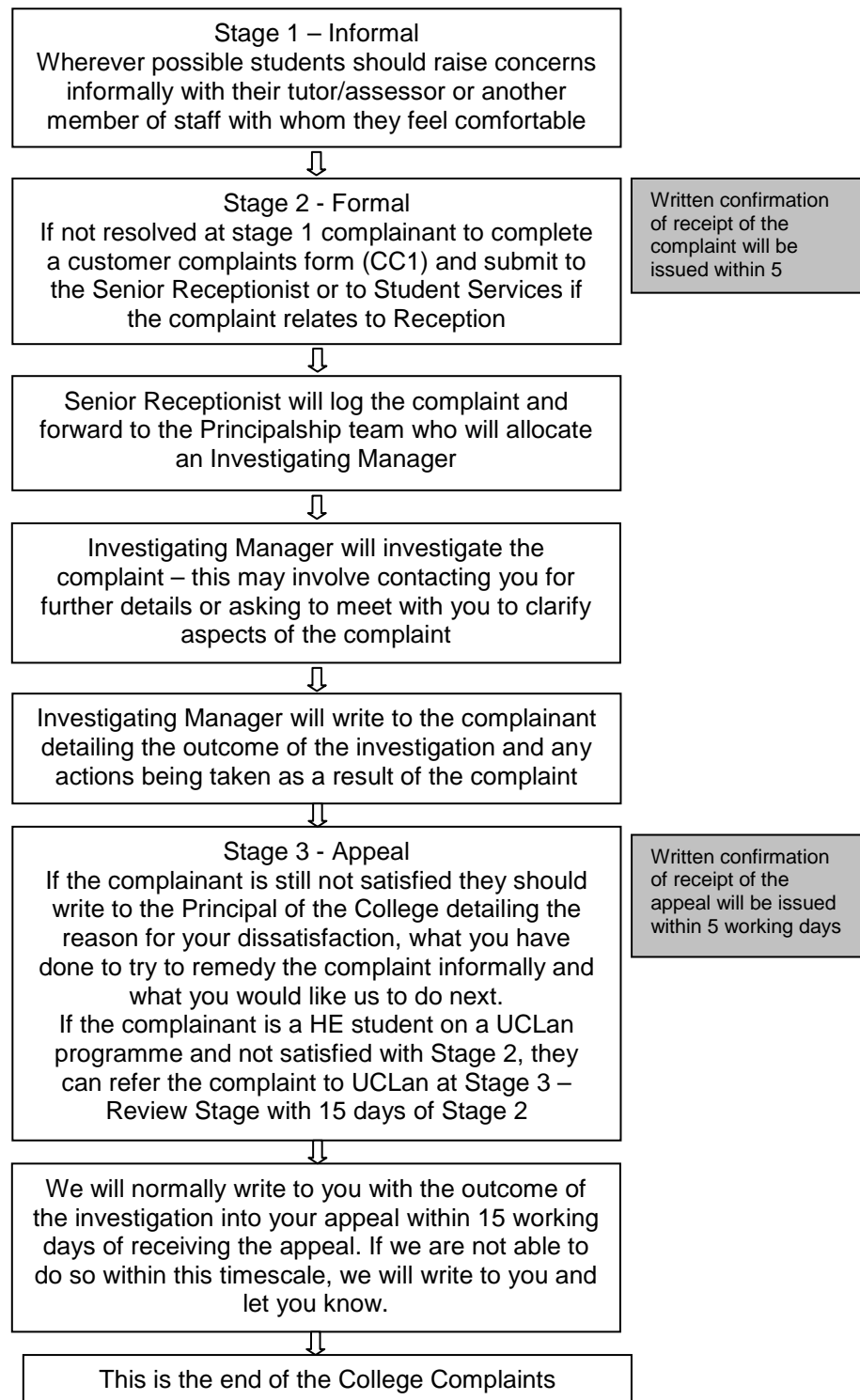
The address for the OIA is: -

Office of the Independent Adjudicator for Higher Education
Second Floor
Abbey Gate
57-75 Kings Road
Reading
Berkshire
RG1 3AB

Complaints made via Social Media

Please note, where a complaint is received via Social Media, the College will respond advising the complainant to follow the College's Complaints Procedure

Complaints Procedure Flow-Chart



FE Students

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HE Students

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**Carlisle College
Complaints Procedure**



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Complaints Form (CC1)

Complainant Details (This section is to be completed by all complainants)

Name		Student ID Number	
Course Code and Title		Date of Birth	
Learner/Parent/ /Employer/Other?		Mode of Attendance	
Address			
Telephone Number		Mobile Number	
Email Address			

Representative Details (Please only complete if you are contacting us on behalf of the Complainant)

Name			
Address			
Telephone Number		Mobile Number	
Email Address			

If a representative is submitting a formal complaint on behalf a complainant who is student over the age of 19 – the complainant must sign below to confirm the College has permission to directly communicate with the representative

Signature		Date	
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Details Of My Complaint

Please clearly identify the nature of your complaint, and what has been done to attempt to resolve the complaint so far (continue overleaf if necessary)

**Please turn over to sign the form
Continuation Sheet if required. Please sign the form in the box below.**



Please contact me/my representative by:			
Telephone		Email	
		In Writing	
Signed		Date	

Please forward your completed form to:
Postal: Senior Receptionist, Carlisle College, FREEPOST (CE637), Carlisle, CA1 1BR
E-mail: info@carlisle.ac.uk stating Complaint in the subject heading.

Equality and Diversity Monitoring Form

Providing the following details helps us to make sure that all people are treated fairly.

To enable us to monitor the effectiveness of our complaint policies please read the following information and select an appropriate response from the following boxes as appropriate:

Please note – this form is separated from the complaint form. The information on this form is for statistical analysis only, we would therefore be obliged if you would complete all of the sections.

What is your title?										
Mr		Mrs		Miss		Ms		Dr		Other

What is your marital status?									
Single		Married/ Civil partnership		Divorced		Widowed		Prefer not to say	

Which Age Group Do You Belong To?									
Under 16		16-18		19-25		26-35		36-45	
46-55		56-65		65+		Prefer not to say			

What is your Gender?									
Male		Female		Transgender		Prefer Not To Say			

Do you consider yourself as disabled, as defined by the Equality Act 2010?									
Yes		No		Prefer not to say					

If you have answered YES above please tell us what type of disability affects you												
Blind/ partially Sighted		Learning Difficulty		Deaf/ Hearing Impaired		Mental Health Problems		Emotional / Behavioural		Mobility Difficulties		Other

I Would Describe My Ethnic Origin As?									
White British		White Irish		White – Other European					
White – any other background		Asian/Asian British – Bangladeshi		Asian/Asian British – Indian					
Asian/Asian British – Pakistani		Asian/Asian British – any other Asian background		Black/Black British – African					
Black/Black British Caribbean		Black/Black British – any other Black background		Mixed – White and Asian					
Mixed – White and Black African		Mixed – White and Black Caribbean		Mixed – Any other mixed background					
Chinese		Prefer not to say		Any other					

I Would Describe My Religious Beliefs As?									
Christian		Muslim		Hindu					
Buddhist		Sikh		Jewish					
None		Other		Prefer Not To Say					

Thank you for your participation.