

York College Complaints & Compliments Guide

We Value Your Feedback

York College encourages feedback to help improve our services.

- A complaint is when something feels unsatisfactory or unacceptable.
- A compliment is a kind expression of praise.

Complaints Procedure Overview

How to Make a Complaint

You can complain by:

- Filling out a Complaints Form
- Sending an email or letter
- Speaking to someone (you may be asked to put it in writing)

Contact Details:

 qi-admin@yorkcollege.ac.uk

 01904 770372

 Quality & Compliance, York College, Sim Balk Lane, York YO23 2BB

 Mark correspondence as PRIVATE AND CONFIDENTIAL

Key Points:

- Complaints must be made within 3 months of the issue.
- Anonymous complaints won't be investigated.
- Malicious complaints may be rejected.

Complaints from Parents or Guardians

- Students must sign a statement giving permission.
- If the student is 18+, they must make the complaint themselves (unless they have an EHCP and are under 25).
- Safeguarding concerns may be investigated without consent.

What Happens Next?

- You'll receive an acknowledgement within 3 working days.

- A manager investigates the complaint within 15 working days.
- A written response is sent within 5 working days of the investigation ending.
- All communication goes through the Quality & Compliance Team.

Appeals Process

You can appeal if:

- The complaint wasn't handled correctly.
- Not all evidence was considered (no new evidence allowed).

Appeals must be:

- In writing
- Sent within 10 working days of the outcome
- Reviewed by a senior leader

You may be invited to a meeting. A final decision will be sent in writing.

External Appeals

If you're still unhappy:

- Awarding Organisations (e.g. CIPD, NEBOSH) may allow appeals.
- ESFA accepts appeals for funded courses.
- OIA handles Higher Education complaints.

You'll receive a Completion of Procedures (CoP) letter explaining your next steps.

Compliments

We love hearing what we're doing well!

Send compliments using the same contact details.

Would you like help pasting this into a Word document with formatting and layout suggestions for print or digital use?