



Are you HAPPY with the service we provide?

Do you feel you have been treated exceptionally well or perhaps a member of staff has gone the extra mile for you, thus making your experience at Forster Community College positive, productive, and - most importantly - more enjoyable.

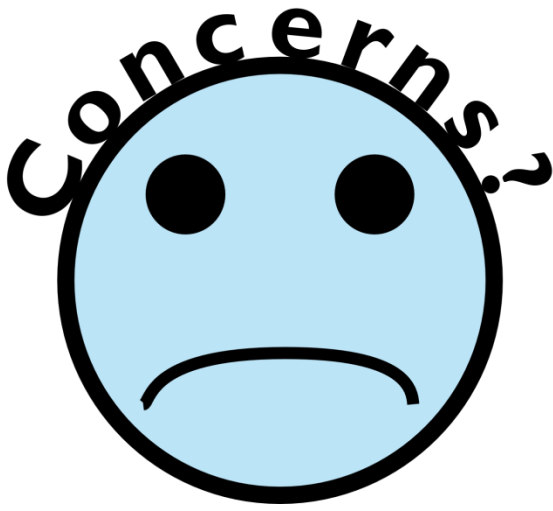


If this is how you feel, please let us know!

We would be more than happy if you would like to:

- 1) Speak to the member of staff concerned
or
- 2) Speak to a member of the Management Team
or
- 3) Put something in writing - a few words expressing how you feel would be very welcome – ask for an LF10 form at reception.

Thank you



Forster Community College is committed to provide a high quality of Education and Training provision, and encourages learners, carers, employees, volunteers and staff to raise concerns and complaints which they feel in any way impedes the high quality service delivery .

Stage One:

If you have a concern or complaint which you feel affects your time studying with **Forster Community College** (*or your contractual agreement with the College), please bring this to our attention by visiting reception and asking to speak with a Manager or speaking with your programme tutor.

They will either:

- a) Speak to you immediately to bring about a resolution.
Or if this is not appropriate and the complaint or concern needs more than just a chat,
- b) A member of the Management Team will arrange to meet with you to discuss the matter within the next two sessions of attendance.

Stage Two:

If you do not feel it is appropriate to speak to someone over the phone or your complaint or concern involves your tutor or another member of staff you should:

Collect a **complaint form** or **concern form** from Reception. You should complete and return the form in the envelope provided to ensure confidentiality. The form will be handed to the Duty Manager who will investigate the complaint/concern and will write to you to inform you of the next stage.

Following the investigation, which should take a maximum of ten working days you will be invited to a meeting to discuss the findings of the investigation and to look at resolving the complaint or concern.

Stage Three:

If stage one and two do not produce an appropriate outcome the investigation will be presented to the CEO who will invite you and other parties involved to attend a meeting to resolve the difficulty. This meeting will take place within five working days and at this stage a panel will look at resolving the situation to the satisfaction of all concerned.

If having followed the three stages above you are still not satisfied that the complaint or concern has been dealt with satisfactorily you can appeal.

Appeals:

Appeals should be made in writing to the Chair of Trustees within ten working days. The Chair will be given all the paperwork concerned with the complaint or concern by the HR Manager and will arrange to meet with the individual within five working days. The Chair of Trustees decision is final.