

# Hertford Regional College Complaint Form

We are very sorry you are unhappy and want to complain. To tell us about your complaint you may fill in this form and hand it to the Receptionist. You can also email the form by clicking the button at the bottom of the form or post it to the following address:

**Quality Team Leader**, Hertford Regional College, Broxbourne Campus, Turnford. Herts, EN10 6AE.

The HRC Complaints Guidance, printed on page two of this form, explains how we will deal with your complaint and what you need to do.

## About you

Your Name:

Student ID number (if applicable):

Address:

Your Course (if applicable):

Telephone No:

College Campus:

Today's Date:

## About your complaint

If there is one thing that happened that made you want to complain, please put the date that it happened here:

If you are a student, is your complaint connected with your course? Yes  No

Is this complaint from two or more people? Yes  No

If you have ticked **yes**, please write the names and learner IDs (if applicable) of everyone who is complaining about the same thing on a separate sheet of paper, or on the accompanying email when you submit the form.

If you have already spoken to anyone at College about your complaint please put their name/s and any other details about them here:

## Details of your complaint:

Please give as much information as you can to help us to understand your complaint. You can scroll down in the box if your complaint details are lengthy.

What would you like to happen as a result of your complaint:

Please ensure you open this using Acrobat reader or Google Chrome rather than Edge, or the form will not work.

I confirm that this is an accurate record of my complaint and that I have read the HRC Complaints Guidance (please sign and date below):

Your name:

Date:

Please attach this PDF to an email addressed to [quality@hrc.ac.uk](mailto:quality@hrc.ac.uk)



# Complaints Guidance

## Information about making a complaint

We would like you to tell us if you are unhappy about something to do with Hertford Regional College, so that we can try to put things right. Please do not wait too long to tell us what is wrong. It can be difficult to deal with things that happened more than six weeks ago.

To help us to be fair to everyone, we have a Complaints Guidance. You can use this guidance if you are learning at the college. You may also use this guidance if you are a visitor, employer, neighbour or anyone else in the community. If you are over 18 years of age you should make a complaint yourself. If you are under 18 years of age you may ask a parent, carer or friend may help you. If you work at the College and want to complain you should read the Grievance Procedure for Staff.

We will try to answer your complaint in the times given in this guidance, but sometimes we may not be able to do this. Delays could happen if the complaint is hard to review or when members of staff are on holiday. If there is a delay, we will tell you why and let you know how long we think it will be until we can answer your complaint.

We will always keep in touch with you about your complaint and the result. Please note if your complaint is about a person and we agree with it, we may not be able to tell you about what we expect to do to put things right, as that will be private between the College and that person.

When dealing with complaints, the organisation processes personal data collected in accordance with its data protection policy. Data collected by the organisation as part of the operation of the Complaints, Comments and Compliments process is held securely and accessed by, and disclosed to, individuals only for the purposes of managing Complaints, Comments and Compliments. Inappropriate access or disclosure of data relating to Complaints, Comments and Compliments constitutes a data breach and should be reported in accordance with the organisation's data protection policy immediately.

### Step 1 - Informal

If you are learning at the college and are unhappy about something to do with your course you can ask to speak to someone about it. This list may help you to decide who you could speak to:

- someone in the college who knows what is wrong
- your Personal Tutor
- your Curriculum Manager
- your Director of Curriculum
- a member of the Learning Support Team (if you have learning support).

If you're not learning at the College, or if you are but the complaint is about a service not about your course, you can ask to speak to:

- someone in college who knows what is wrong
- a manager for the area that your complaint is about
- the Duty Principal (please ask the Receptionist to call the Duty Principal for you).

### Step 2 - Formal

If you are still unhappy about after speaking to somebody, or if you cannot speak to anyone about what is wrong, you may want to make a formal complaint.

To do this you can ask the Receptionist for a complaint form. You should fill in the form to tell us about your complaint.

When you have filled in the form you should hand it back to the Receptionist or click submit if completing electronically. If you want your complaint to be private you should ask for an envelope to put the form in. The Receptionist will pass your complaint to the Quality Team Leader.

If you are not at College you can email your complaint to the Quality Team Leader at [quality@hrc.ac.uk](mailto:quality@hrc.ac.uk) or write to the Quality Team Leader at our Broxbourne Campus.

A group of people can also make a complaint if everyone feels unhappy about the same thing. Please contact the Quality Team Leader who will tell you how a group can complain.

When we get formal complaints, the Quality Team Leader checks that they are being dealt with properly. You will get a letter, email or phone call within 7 working days from the date we get your complaint. We will tell you that we will look into your complaint and when we will contact you again. Sometimes we may need to speak to you on the phone or ask you to come to a meeting about your complaint. If we ask you come to meeting you may bring a parent, carer or friend with you if you would like to. You will usually receive a letter or an email within 15 working days from the day we got your complaint to let you know if we agree with it. If we do agree with your complaint we will let you know how we will put things right.  
*Please note, bank holidays and college closures do not count as part of the working days timescales.*

### Step 3 - Appeal

If we let you know that we do not agree with your complaint and you are still unhappy, you may appeal to the Principal. To do this you should tell the Quality Team Leader by letter or email that you want to appeal, within 7 working days from date of our letter or email.

Your complaint will be passed to the Principal for review within three days from when the Quality Team Leader gets your written appeal.

The Quality Team Leader will let you know that this has been done and will tell you when we will contact you again.

The Principal, or delegated representative, will look at all the information from the review at Step 2 to decide if it was right or not to agree with your complaint. Sometimes the Principal, or someone else from the Principal's office, may need to speak to you on the phone or ask you to come to a meeting about your complaint. If you are asked to come to meeting you may bring a parent, carer or friend with you if you would like to. You will usually receive a letter or an email within 14 working days of your appeal tell you whether the Principal agrees with your complaint. If the Principal does agree with your complaint, we will let you know how we will put things right.

*Please note, bank holidays and college closures do not count as part of the working days timescales.*

### Step 4 - Further advice

If you are still unhappy, you are advised to contact the Agency that monitors the quality of Further Education in this country. The Quality Team Leader will be able to tell you which Agency to contact, how to find their Complaints Procedure and how to contact them. Please do use the Hertford Regional College Complaints Guidance before contacting the Agency, as they will not usually deal with complaints unless you have already told us what is wrong and given us the chance to put things right.

If you have any questions or would like advice about a complaint, please contact:

**The Quality Team Leader**  
Quality & Development Unit  
Hertford Regional College  
Broxbourne Campus  
Turnford, Herts, .EN10 6AE

Tel: **01992 411709**  
Email: [quality@hrc.ac.uk](mailto:quality@hrc.ac.uk)