

# complaints form



Quality Assurance Team, Gallowgate Centre, Gallowgate, Aberdeen AB25 1BN.  
Telephone 01224 612000, Fax 01224 612001.

## SECTION 1: DETAILS OF COMPLAINT

If you are not happy with any aspect of the service offered by the College we want to know so that we can improve the quality of the service we offer our clients.

Please give details below of any complaint that you have, and fill in the personal details section. This information will be passed on to College staff only so far as necessary for your complaint to be investigated. Complaints will be acknowledged within five working days and a detailed response will normally be provided within 15 working days. Please leave your completed form in one of the complaints boxes which are available at all our College Centres. If you require assistance to complete this form please advise a College Receptionist.

### MY COMPLAINT IS:

---

---

---

---

### DETAILS OF ANY CONTACT YOU HAVE HAD WITH STAFF TO DISCUSS THE PROBLEM

Please give details of staff spoken to:

---

---

## SECTION 2: PERSONAL DETAILS

Name: \_\_\_\_\_

Address: \_\_\_\_\_

---

Post Code: \_\_\_\_\_ Tel.No: \_\_\_\_\_

Course Title: \_\_\_\_\_

Date of completing complaints form: \_\_\_\_\_

## FOR COLLEGE USE ONLY

Date complaint received \_\_\_\_\_

# POLICY & PROCEDURE FOR COMPLAINTS

## POLICY

1. Aberdeen College is committed to ensuring that all clients and customers receive the best possible service and is anxious to respond to any problems quickly and remedy any defect as soon as possible
2. We require all staff to be responsive to any difficulties encountered by students and other clients of the College. In particular we require teaching staff to develop a classroom atmosphere in which views can be expressed openly and in which problems can be dealt with directly and immediately.
3. If anyone finds cause for complaint with any aspect of the service the College offers, please tell us by whatever medium is most convenient, e.g. complaints form, telephone, letter, fax, e-mail, face to face or through the website. Of course, the College will regret the fact that it has been unable to meet your needs fully, but will welcome the opportunity to investigate the problem, responding to you, and remedying any deficiency in College service. As a first stage (if you are a student) you should, if possible, report the problem to your lecturer, curriculum leader or guidance tutor. If he/she cannot help you please complete a complaints form. These forms are available for your use at each College Centre Reception Office and should be left in the box provided.
4. Complaints will be logged on receipt and will be acknowledged within 5 working days of receipt and will be fully answered within 15 working days of receipt, unless otherwise noted in our initial response. The College will ensure that all complaints are treated in a confidential manner. A sample of complainants will receive a satisfaction questionnaire after an interval of 3 weeks following the closure of their complaint to establish their satisfaction with the response they have received. Progress in dealing with each complaint will be monitored systematically.
5. The complaints procedure is administered by the Quality department within the College. Aberdeen College is an equal opportunities college therefore all complaints are administered in compliance with the Data Protection Act and Freedom of Information Act. Complaints are also vetted, on a sample basis, by an independent panel, composed of representatives of the College Chaplaincy Team.
6. Should you remain dissatisfied with the outcome of the investigation into your complaint following both the initial response and the follow up contact you have a right to refer your complaint to the Scottish Public Services Ombudsman where, as an aggrieved person, you believe you have sustained injustice or hardship as a result of maladministration or service failure.

The ombudsman will normally only consider complaints referred with 12 months but may consider, in exceptional circumstances only, any complaint made more than 12 months after the date on which you found out about the matter.

Contact may be made with the Ombudsman as follows:

The Scottish Public Services Ombudsman

Freepost EH641, Edinburgh EH3 0BR (Using a Freepost address means you will not have to pay for postage).

Telephone: 0870 011 5378 Text: 0790 049 4372 Fax: 0870 011 5379. E-mail: [enquiries@scottishombudsman.org.uk](mailto:enquiries@scottishombudsman.org.uk)

A complaints form is available on the Ombudsman's website: [www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk).

7. An analysis of complaints is included in the College's Annual Review (available free from the College).
8. The College's approach to handling complaints will be drawn to the attention of students in a range of publications, including the Course Catalogue, StudentNet and the Clients' Charter.

Rob Wallen, Principal and Chief Executive.

## PROCEDURE

If you are not happy with any aspect of the service offered by the College we want to know so that we can improve the quality of the service we offer our clients.

Please give details overleaf of any complaint that you have, and fill in the personal details section. This information will be passed on to College staff only so far as necessary for your complaint to be investigated. Your complaint will be acknowledged within five working days of receipt, and a more detailed response given within fifteen working days of receipt unless otherwise noted in the original response.

Please leave your completed form in one of the complaints boxes which are available at all our College Centres.