

**Please give details below:**

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Signed .....

*Please continue on a separate sheet if necessary*

If this is a complaint, what action do you feel might resolve the problem at this stage?

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**Data Protection Act 1998:** Personal data that the college receives as a compliment/complaint/suggestion on this form or in other ways, will be used by the college as a way of listening to local people and service users, to respond to issues raised and to improve services. Data may be shared with other organisations to respond to specific issues that may be raised. Data will not be used for purposes other than the purpose set out above.

4084/02/09

**How your complaint will be handled:**

All complaints will be investigated as fairly and fully as possible. We will acknowledge your complaint within **5 working days** of receipt of the complaint.

We will endeavour to respond fully to your satisfaction within **10 working days**. If a full response is not possible within the time, you will be told how your complaint is being handled.

Every effort will be made to put right the situation leading to the complaint in accordance with our compliments, complaints and suggestions procedure.

If you are not satisfied with the outcome of your complaint you should write directly to the Principal. You also have the right to complain to the Learning and Skills Council or the Secretary of State for Children, Schools and Families.

**FOR OFFICE USE ONLY**

Complaint reference no: .....

Complaint date received: .....

Date acknowledgement sent: .....

Complaint grade: .....

**ACTION TAKEN:**  
(to include any action taken to prevent re-occurrence)

**ACTION BY DATE:**



# HOW ARE WE PERFORMING?

Dudley College prides itself on the level of service it offers to students, parents, employers and the wider community.

**Whatever your views on our performance, we want to hear what you have to say...**

Please complete and return the form in the envelope provided to the Standards and Assurance Coordinator at Dudley College, The Broadway, Dudley, West Midlands, DY1 4AS. Tel (01384) 363287 or fax (01384) 363311.

Dudley College is committed to the development of positive policies to promote equal opportunities for all people, regardless of race, nationality, ethnic origin, creed, disability, gender, marital status, age or sexuality. The information below is confidential and will be used only to monitor the effectiveness of this policy.



If you require any help to complete this form please contact Student Services who will be happy to assist you.

## I would like to tell you how you are performing by making a .....

- COMPLIMENT
- COMPLAINT
- SUGGESTION

Name: .....

Student/Staff ID Number: .....

Address: .....

Telephone No: .....

E-Mail: .....

Course Code: .....

Course Title: .....

### Are you a:

- Student
- Parent
- Employer
- Other

Date: .....

### Gender:

- Male
- Female:

### Age:

- 14 – 16
- 17 – 24
- 25 - 55
- 56 and over

### Ethnic Origin: I consider my ethnic origin to be:

#### Asian/Asian British

- Bangladeshi
- Indian
- Other
- Pakistani
- Chinese

#### Black/Black British

- African
- Other
- Caribbean

#### Mixed

- White/Asian
- White/Black
- White/Black African
- Caribbean
- Other Mixed

#### White

- British
- Irish
- Other

Any other not mentioned: .....

### Disability:

#### Do you consider yourself to have a disability?

- Yes
- No

#### If yes, are you:

- Registered
- Non-registered

#### If you have a disability how does it affect you?

- It affects my mobility
- It affects my vision
- It affects my hearing

It affects me in another way (please state below)

.....

## Help us to help you ....

Please tick a box below to indicate what your compliment/complaint/suggestion is about.

### Administration

- Fee refunds/financial issues
- Issue of certificates
- Examination arrangements

### Admissions Arrangements

- Reception/access to the college
- Misinformation about courses
- Interview arrangements
- Enrolment difficulties

### Course Organisation

- Room changes
- Standard of accommodation
- Staffing changes
- Course cancellation

### Policy Infringement

- Equality and Diversity
- Health and Safety
- Performance against Student Charter

### Support Services

- Learning Support (including The HUB)
- Libraries
- Refectories
- RBL (Resource Based Learning Centres)
- Student Services

### Teaching and Learning

- Teaching or staffing requirements
- Quality of teaching
- Teaching materials
- IT equipment
- Other Equipment

Other (Please specify) .....

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