



# Compliments and Complaints Procedure

Let us know how we are doing

We are committed to providing a quality service to all our students and other stakeholders. To do this we need to constantly look for ways of improving how we work. You are in the best position to judge how we are doing and we certainly need you to tell us when we get it wrong.

We strive not to give cause for complaint, but everyone received is recorded and acted upon. Quite often we can resolve a complaint immediately. If not, we will investigate your complaint fairly and fully and deal with it quickly and confidentially.

We are also pleased to receive letters of praise for our staff and for the service we provide.

You can make a compliment or complaint by talking to any member of staff or alternatively you can contact us as follows:

You can ring us on: 01242 527631

Fax us on: 01242 534916

E-Mail us on: [principal@natstar.co.uk](mailto:principal@natstar.co.uk)

Write to us at National Star College  
Ullenwood, Cheltenham

### **What happens if I have concerns but do not want to make a formal complaint?**

If you have a concern or query about any aspect of the college, but do not at this stage want to make a formal complaint, talk to any member of staff who you think may be able to help. We take all concerns seriously and many can be sorted out very quickly and with little fuss at this stage. This will not be recorded as a complaint; however, notes of your query and any action taken will be made.

### **What happens if I make a formal complaint?**

Upon receipt of your complaint we will send you a letter confirming that we have received and recorded your communication. If you have reported the complaint verbally, please make it clear that this is a formal complaint and you will be sent an outline of your concerns.

A college manager or senior manager will investigate your complaint and will aim to despatch a full response to you within 20 working days of receipt of your communication.

Sometimes more complex complaints take longer than 20 working days to investigate. If so, we will write to let you know of the delay and when we expect to complete the investigation.

If your complaint is upheld, we will apologise and let you know what we doing to put it right. If we feel your complaint is not justified, we will explain why.

### **If I am still not satisfied with the response**

If you are not satisfied with the response you have received, you can ask for a further review to take place. We will acknowledge your request within two working days of receipt of the request. A review by the principal or a Senior Manager will be conducted and again, we will aim to send you a reply within 20 working days.

### **If I wish to take my complaint further**

We hope to resolve most complaint before this stage. However, if you feel that we have not dealt fairly with your complaint, or feel we have not investigated your concerns properly, you may take your complaint to any of the following agencies.

Education issues:

Ofsted

Tel: 0845 601 4772

Learning & Skills Council:

Tel: 0845 019 4168

Residential issues:

Care Quality Commission:

Tel: 03000 616161

### **What happens if I make a compliment?**

Your comments will be passed on to the member of staff, team or department recognised. We will write to you to acknowledge receipt of your communication, and to confirm that your compliment has been passed on appropriately.