



CUSTOMER CARE POLICY

POLICY

The College is determined to give its students the best possible service. It recognises that sometimes things can go wrong and, in such circumstances, it wants to put things right quickly.

If a student wishes to make a complaint, he/she is invited to make a complaint directly to the Customer Care Services Manager at Bromley Adult Education College Centre. He/she will follow the complaints' procedure to:

- Acknowledge the complaint within 3 working days
- Investigate the matter thoroughly
- Reach a fair, impartial decision
- Make an individual response within 14 days
- Offer a refund if we have failed to maintain our high standard of service

If the student is not satisfied with the response, then he/she has the right for the matter to be referred to the College Governors and/or the Director of Renewal and Recreation (Civic Centre, Stockwell Close, Bromley BR1 3UH). If the response at this level is deemed unsuitable, then the student can take the matter to the Local Government Ombudsman or, in the case of a complaint about discrimination against a student with a disability, to the conciliation service of the Equality and Human Rights Commission by contacting the Helpline on 0845 604 6610 (Textphone: 0845 604 6620, Fax: 0845 604 6630).

The College will maintain a log of complaints received and will provide reports to the College Governors on a regular basis.

If the complaint is about the quality of teaching or the content or level of a course, the Customer Care Services Manager guarantees to:

- Send to the tutor of the course in question a photocopy of the complainant's letter, with all identification removed
- Request a response by telephone within 2 working days
- Discuss the matter fully with the tutor
- Reach a fair and impartial decision