



CUSTOMER CARE POLICY

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The College is determined to give its learners 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 complain directly to the Customer Care Services Manager at the Widmore 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 10 working days
- Offer a refund if we have failed to maintain our high standard of service.

If the learner 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 Education (Civic Centre, Stockwell Close, Bromley, BR1 3UH). If the response at this level is deemed unsuitable, then the learner can take the matter to the Local Government Ombudsman or, in the case of a complaint about discrimination against a learner with a disability, to the conciliation service of the Disability Rights' Commission by contacting the Helpline on 08457-622633 (Textphone: 08457-622644, Fax: 08457-778878).

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