

The complaints procedure

STEP 1: Not happy

Talk to someone – they will try to resolve the situation. You can talk to your teacher, your tutor, a student adviser or any member of staff that you trust. They will work with you to try to resolve the situation.

STEP 2: Still not happy?

- collect a form from the Learner Information Services, Learning Resources Centre or Reception
- email direct from the Student Portal to comments@gspace.wlc.ac.uk
- telephone the Quality Officer on **020 7565 2223** or leave a message
- or post it to Ealing, Hammersmith College, Gliddon Road, W14 9BL

You can ask your tutor or any member of staff to help you

STEP 3: What next?

The Quality Officer will ensure that your complaint is investigated by a College Manager who will respond to you directly within 15 working days.

STEP 4: Not happy with the outcome?

You will need to put your appeal in writing to the College Principal within 10 days of receiving the outcome of your complaints.

Study Across West London...
Acton, Ealing, Hammersmith, Southall

Compliments, Complaints & Suggestions

Ealing, Hammersmith & West London College is a college that prides itself on equal opportunities and an environment where learners come first. We have a dedicated team of people here to listen to any feedback you may have to include compliments, complaints or suggestions — let us help you!

How the system works

Complaints

- You can collect a form from the Learner Information Services, Learning Resources Centre or Reception
- To send your feedback email comments@gspace.wlc.ac.uk
- Or telephone the User Views Coordinator on **020 7565 2223**
- Or by post to Ealing, Hammersmith College, Gliddon Road, W14 9BL (Update name and address)

Have a complaint?

Before sending a complaint, we encourage you to talk to your teacher, tutor, a student adviser or any member of staff that you trust. However, we understand that there are some occasions you may want to send something in writing. On this occasion, you can collect this form from the Learner Information Centre, Learning Resources Centres or Reception.

Alternatively, you can email direct to comments@gspace.wlc.ac.uk or call the Quality Officer on **020 7565 2223**

You can ask your tutor or any member of staff to help you.

The Quality Officer will ensure that your complaints are investigated by a College Manager who will respond to you directly within 15 working days.

If you are not happy with the outcome, you will need to put your appeal in writing to the Principal within 10 days of receiving the outcome of your complaint.

Compliments and Suggestions

Your views are very important to us and help us to improve our services as much as possible. You can also use this form to send positive feedback in the form of compliments and suggestions. We will use the compliments received to congratulate our staff on doing a good job, share the best practice and suggestions to identify and learn how we can improve systems.

Feedback Form

1. Which of the following applies to you?

Are you a:

- Student Applicant Visitor Parent Other
 Employer
- On site:
- Acton Ealing Hammersmith Southall Community
 External

2. Personal and contact details

Student details:	If you are not a student at the College, please complete this side of the form
Data number:	Name:
Course:	Telephone number:
	Address:
	Email:

3. Your feedback

Please give as many details of your compliment or suggestion as possible, for example:

What compliments do you have? Who was involved? What have they done?

What is your suggestion? What has happened to give rise to your suggestion? Where and when did it occur? Who was involved?

Your feedback (continued)

Signed _____ Date _____
Name _____

For internal use only
Date received: _____ Monitoring dates: _____