



Improving the lives of people who are disabled or disadvantaged

Complaints Procedure

Azure Charitable Enterprises Limited hopes that your experience is positive and successful, but on occasion there maybe something that might cause dissatisfaction. If this happens during your time with us then Azure welcomes your views so that we can answer your concerns and improve our services for the future.

Informal

You may find that by discussing the situation with your Tutor, Line Manager, Training Advisor (apprentices only) or with another member of staff, the matter can be resolved in a satisfactory way. If a problem relating to teaching, learning and assessment is encountered, you should approach the Manager of our Education Services Department, who will put into practice the appropriate procedures and respond to you. If you feel that this is not appropriate in the circumstances, or you have followed the informal route but have not been satisfied with the outcome, then you have the option of making a formal written complaint.

Formal

You can make a formal complaint as follows:

1. Complete the attached Complaints Form. Please ensure that your personal details are given in full and that you have given as much information as possible regarding the nature of your complaint, e.g. date and time of incident, names of any witnesses, if known, etc. Insufficient information may result in a delay in your complaint being investigated.
2. Email your completed form to the Director of Corporate Services Geoff.Crosby@azure-charitable.co.uk, the Company's Ombudsman, for investigation.

3. If you need any support in completing this form, please contact a member of the Education Services Team.

If your complaint refers to a member of staff, then the Director of Corporate Services and Chief Executive will be informed and involved in the complaint, should it be required.

Within **five working days of his receipt of your complaint**, the Company Ombudsman will send an initial written response to you to assure you that your complaint is being investigated.

Within **20 working days of his receipt of your complaint**, the Company Ombudsman will normally have been able to complete the investigation and will write to you with the outcome and, where appropriate, reasons will be supplied concerning any outcome or resulting decision.

Please note that working days do not include weekends or bank holidays. Occasionally this deadline may have to be extended to allow for key staff absence or college holidays, for example, but under normal circumstances the Company will strive to meet the 20-day deadline.

It is our intention to provide our customers, clients, students and staff with a high standard of service, and in order to help with this we would welcome your comments or views regarding this procedure.

Kind regards.

Dr Peter Wilson
Chief Executive

Complaints Form

| | | | |
|------------------|---------------------------|-------------------|---------------------------|
| Name | Click here to enter text. | | |
| Address | Click here to enter text. | | |
| Post Code | Click here to enter text. | Tel Number | Click here to enter text. |

| | | | |
|---|---------------------------|--|--|
| If you are a student or apprentice, please give the following details: | | | |
| Course Name | Click here to enter text. | | |
| Course Tutor | Click here to enter text. | | |
| Student Number | Click here to enter text. | | |

| | |
|---|---------------------------|
| If you are a member of staff, please give the following details: | |
| Directorate/Department | Click here to enter text. |
| Staff Number | Click here to enter text. |

| | |
|---|---------------------------|
| If you are a visitor or member of the public, please give the following details: | |
| Which area were you visiting? | Click here to enter text. |
| Who were you visiting? | Click here to enter text. |

Please give details:

Click here to enter text.

Date Click here to enter text.

About you – data monitoring form.

Azure Charitable Enterprises is committed to ensuring staff, students and visitors should be treated fairly in all the services they access. It would help us to check that we are providing services which are fair and accessible if you would answer the questions below. You can choose not to answer some or all of the questions; this will not affect how we deal with your complaint. The monitoring form will be detached from the complaint on receipt. No personal information which can identify you will be used in our reporting, including name or address. Data Protection Act guidelines will be followed to keep your information secure and confidential.

Please put a cross in the appropriate box:

Gender:

Female Male Unspecified Prefer not to say

Age:

14 – 15 16-19 20 or older Prefer not to say

Do you have a disability?

Yes No Prefer not to say

Ethnicity

Prefer not to say

Asian/Asian British

Black/African/Caribbean/Black British

Mixed/multiple ethnic groups

White

Other (Please specify) _____

Thank you for completing this form. The information provided will help us to improve our services to you and others who access the college and its services.