Compliments, Suggestions and Complaints Guide

Compliments, Suggestions and Complaints: A Quick Guide

City of Bristol College has an open approach to praise and criticism of the full range of services that it provides. This guide serves to support you with communicating a compliment, suggestion or complaint.

Compliments, suggestions and complaints can communicated in various ways:

- By completing our Complaint Form, which you can find on our website or in person at Student Services
- By emailing complaints@cityofbristol.ac.uk
- Verbally or by telephone

Concerns and informal complaints:

In the first instance, the College encourages you to seek to resolve your concern informally by sharing the concern with the most appropriate member of staff in order to seek a prompt resolution.

Formal Complaints:

If the response at the informal stage is not satisfactory, you can formally submit your complaint to the Complaints and Reputation Officer.

You should specify:

- The nature of your complaint
- Any previous attempts you have made to resolve the problem
- Your desired resolution of the complaint

Your complaint will be acknowledged within 5 working days and will then be assigned to an Investigating Officer who will aim to resolve your complaint within 10 working days. If this is not possible, you will be updated accordingly.

Appeals:

If you are not satisfied with the outcome of your complaint, you can appeal against the decision. You should submit your appeal within 10 days of receiving your response.

Your appeal should include:

- Why the suggested resolution was not satisfactory
- Your desired resolution from the College

Your appeal can be sent by post to c/o Complaints and Reputation Officer, City of Bristol College, College Green Centre, PO Box 3158, Bristol, BS6 9JS or you can write to complaints@cityofbristol.ac.uk. The Vice Principal Curriculum and Quality will then investigate your appeal and will provide a written ‘Completion of Procedures’ letter to you within one calendar month.

Following the appeal stage:

The College hopes to resolve all complaints in a satisfactory manner. However, if you are still unhappy with the resolution, you have the opportunity to appeal to the appropriate external body. Details of how to appeal further will be provided on the ‘Completion of Procedures’ letter.