

CUSTOMER FEEDBACK

Compliments
Comments
Complaints



If we do something really well,
we want to know...

If something goes wrong,
we want to know as well!



Why do we need Customer Feedback?

Here at Kidderminster College we try to provide the highest quality services to our customers at all times. Standards are continually monitored by our Quality Team and improvements made where necessary. Most of the time we do things well, but sometimes things can go wrong, and you may be left feeling dissatisfied with the service provided. In both cases we would like you to tell us.

How to give feedback

You can do this in one of the following ways

- Complete the feedback form attached and send it to the Student Services Manager.
- Telephone the College.
- Call in to the College and speak to someone in Student Services.

Making a Complaint

If you want to make a complaint, we have a complaints procedure that is designed to help resolve any problems that arise.

It may be possible to resolve the problem directly by talking to the person whom you believe to be responsible. If for any reason this is not possible, we can allocate a member of staff to look into your complaint.

If you do not feel able to make the complaint yourself, someone else can do this on your behalf. Alternatively, if you need help and support in making a complaint, we can arrange for you to see one of the College's team of advisers in strict confidence.

What happens once a complaint has been made?

Most issues or complaints can be dealt with effectively within 10 working days of receipt.

If the problem is not resolved within 10 working days, we will arrange for you to meet the College's Student Services Manager to discuss the matter further.

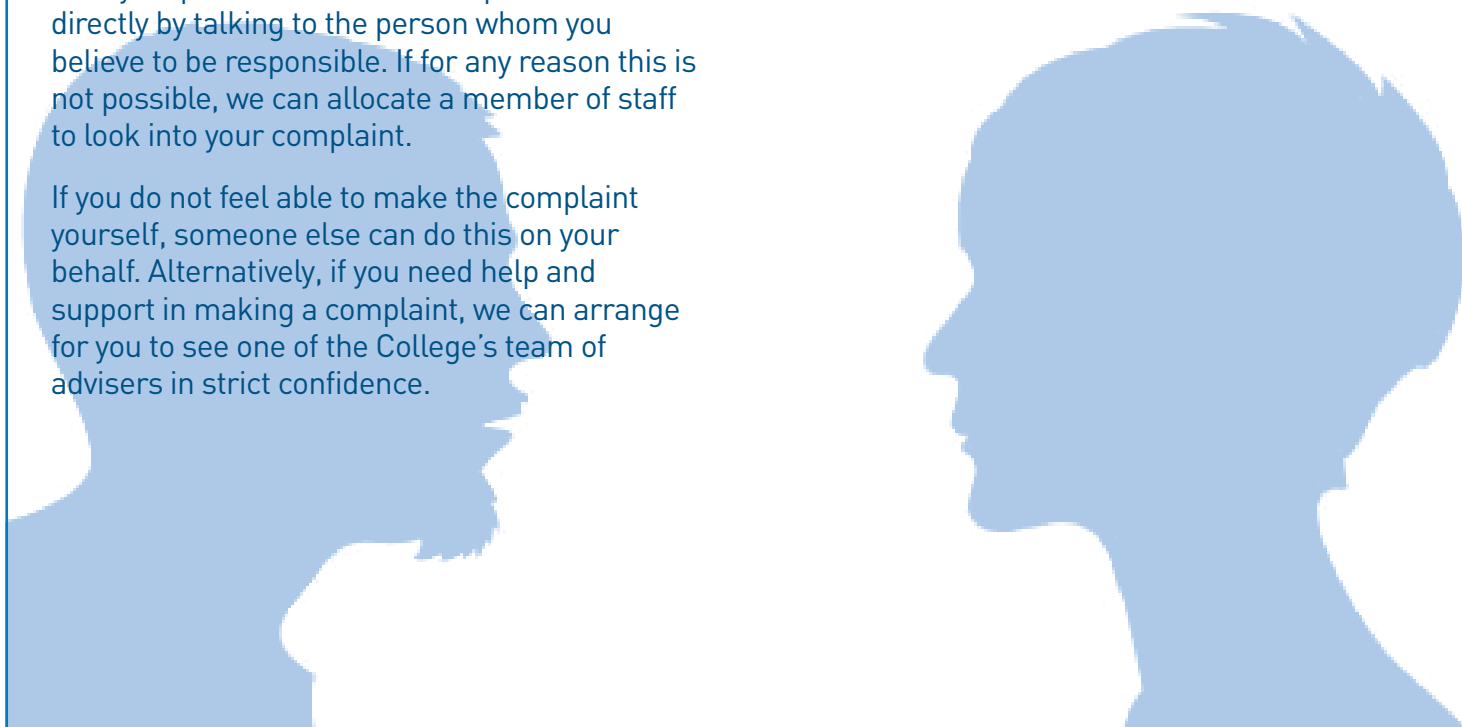
If the issue is more complex and needs a more in-depth investigation, we will always try to give you a clear and thorough response within 28 days from receipt of the complaint.

We will maintain contact with you throughout the process.

Please also tell us when we do things well!

Obviously being able to make a complaint is important, but we like to know when we are doing things well too. Receiving a compliment can be very positive in terms of self morale.

Feedback on how pleased you are with your course or a service we provide is to be welcomed and we would be delighted to hear from you!



CUSTOMER FEEDBACK FORM

Please complete this tear off form and send it to:

Victoria Ditton
Student Services Manager
Kidderminster College
Market Street
Kidderminster
DY10 1LX

This is a Compliment Comment Complaint

Your Name:

Address:
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Telephone:

Date:

Details:
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Kidderminster College, Market Street, Kidderminster Worcs DY10 1LX
Tel: 01562 512000/820811

For Office Use - Telephone Interview

