



## How to Complain or Compliment us

We hope that your time at Fircroft is enjoyable. If it is we would love to hear what has made it so. If you have some concerns then please let us know as soon as possible so we have a chance to do something about it.

### When to compliment us:

Anytime you like! If we know what or who has made your time here special then we can make sure that we recognise and continue it where possible.

### When to complain:

- If you are unhappy with any of the services you have received from the college
- If you feel you have not been treated as you would expect to be treated by any member of staff, student or other person at the college.
- If you do not feel that your needs have been met by the College
- If you are unhappy with something to do with the course you are on or have been on.
- If you are unhappy with something to do with your time at the college which is not listed above

### Making a complaint:

#### *Step One:*

#### Whilst you are here you can:

- Speak to a member of staff. Ask for Jess Smith or Alex Jarvis, if they are not available another member of staff will be called, or
- Write down your concerns using our complaints form which is in the 'complaints, compliments, suggestions' folder in the reception area or use any paper to write down the details and pass it to reception marking it as a complaint, or
- Send an e-mail to [studentsupport@fircroft.ac.uk](mailto:studentsupport@fircroft.ac.uk)

### **If you have left you can:**

- Send in a letter or a completed complaints form or e-mail to:

Alex Jarvis  
Fircroft College of Adult Education  
1018 Bristol Road  
Selly Oak  
Birmingham  
B29 6LH

- Telephone us on 0121 472 0116.

Please let the College know about your complaint within 10 days. After this time it is difficult to properly investigate your concerns.

If there are good reasons for a delay and the issue is of a serious nature the College may consider a complaint after the 10 day period.

### ***Step Two:***

Your complaint will be acknowledged. If further information is needed we may contact you and where appropriate we may also need to contact other people relevant to your complaint. If more time is needed for us to gather information we will let you know. A written or e-mailed response will be sent to you normally within 10 working days of receipt of your complaint.

### ***Step Three:***

If you are unhappy with the response you have received in Step Two, please contact the College by e-mail or in writing setting out the reasons why you do not accept all or part of the College's response. Your original complaint, our response and your remaining concerns will be reviewed by another manager. You may be contacted for further information and a response will be sent to you normally within 10 working days.

### ***Step Four:***

If you still do not feel that your complaint has been sorted out you may appeal in writing to the College's Principal & CEO Mel Lenehan ([mel.lenehan@fircroft.ac.uk](mailto:mel.lenehan@fircroft.ac.uk)) outlining the details of your complaint, and the reasons for not accepting the College's responses within steps two and three.

The Principal & CEO will respond to your appeal normally within 5 working days. The Principal & CEO's decision will be final.

### **Need assistance?**

If you would like help in making a complaint please ask and we will do what we can to meet your needs.

**If you need this form in larger print please ask at reception.**



