

FEEDBACK

Comments, Suggestions and Complaints

Oxford and Cherwell Valley College is committed to providing high quality services for all of our students and customers.

We strive to continually improve our services and we need you to let us know where we do our job well and where changes need to be made. We will respond to all comments and complaints promptly and professionally

How to make a comment suggestion or complaint using this form

If you have an issue you would like to pass on to the Quality and Standards Office, please complete the form overleaf and hand it in to reception at your campus or send your comments directly to the Quality and Standards Office at the address below.

Quality and Standards,
Oxford and Cherwell Valley College
Oxpens Road
OX1 1SA
Tel: 01865 551816
Email: Hwilkes@ocvc.ac.uk

COMMENTS SUGGESTIONS AND COMPLAINTS RECORD

Name: _____

Address: _____

Telephone: _____ E-mail: _____

Please provide details of your feedback in the box below

Signed: _____ Date: _____

Thank you for taking the time to provide valuable feedback. Please hand this form in to the reception desk at you campus or forward directly to the Quality and Standards office.

Comments, Suggestions and Complaints Procedure

Information for Customers

Comments, Suggestions and Complaints provide valuable information for us, so thank you for the time you have taken to give us your feedback

It is the aim of Oxford and Cherwell Valley College to provide a professional and high quality service at all times in its dealings with all of its customers.

Through comprehensive recording and monitoring of complaints we can identify trends and failures of service and put improvement actions in place. We therefore welcome your feedback on our service.

Policy Statement

Oxford and Cherwell Valley College is committed to providing high quality services for all its customers. Where a customer feels that this service falls below the standard they expect, they have a right to make a formal or informal complaint. The College commits to responding and resolving all complaints within the specified time scales to the best of its ability. Should a complainant not be satisfied with the resolution proposed, s/he has a right to appeal to a member of the executive management at the College. The College also welcomes any comments or suggestions from its customers that will assist in achieving its goal of continuous improvement.

How to make a comment, suggestion or complaint to the College:

1. If you are particularly pleased with the service you have received...

We would appreciate you telling us by giving the staff concerned your views in whichever way you wish. In Person, by phone, by letter or by completing one of our 'FEEDBACK' forms (available in Reception or the Library).

2. If you would like to make a suggestion...

Please let us know in whatever way you wish, in person, by phone, by letter or by filling in one of our 'FEEDBACK' forms.

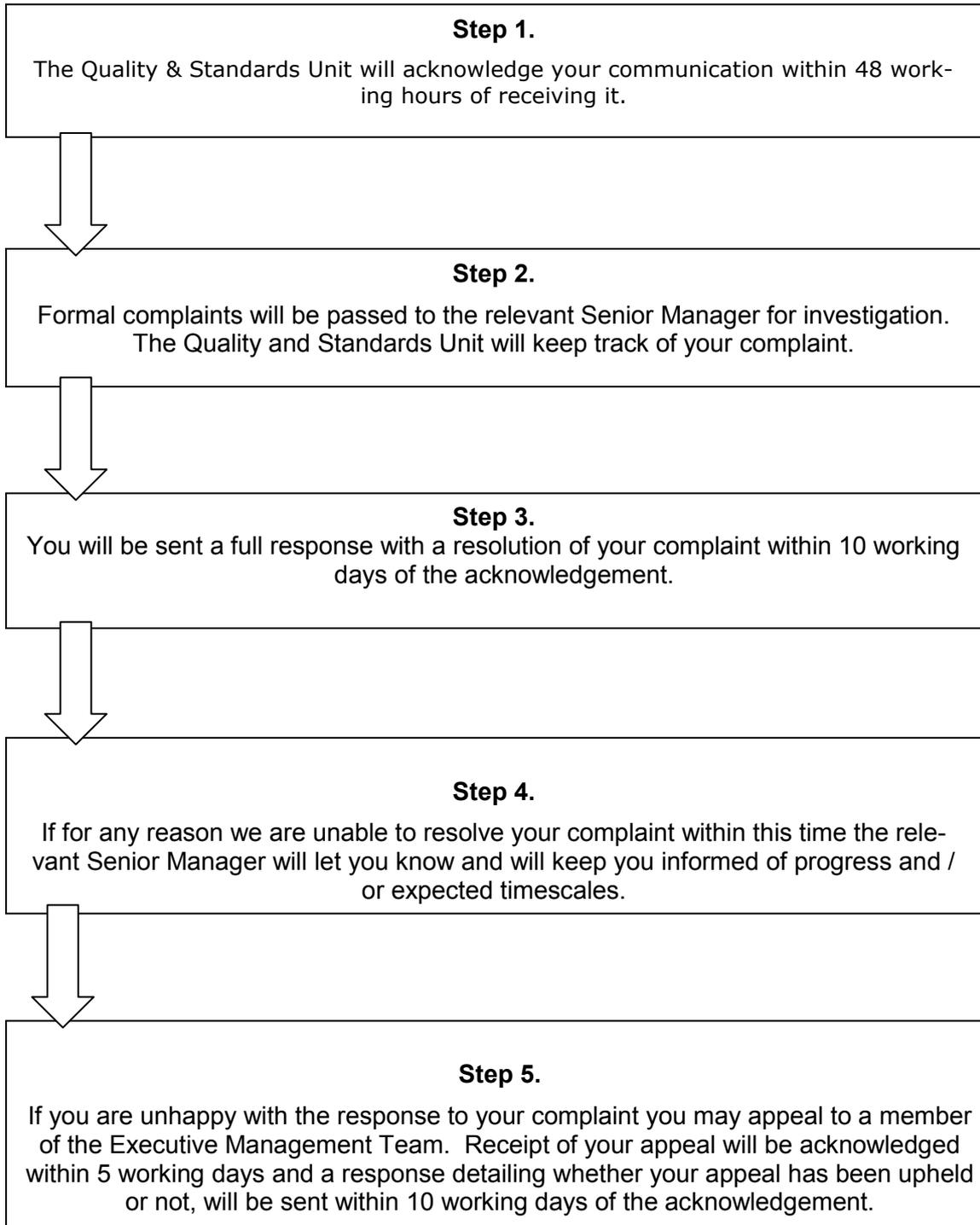
3. If you are unhappy about the service you have received...

Please contact the College and tell us about it. Our staff will be pleased to talk to you and we will try to sort out your problem informally. If you are not sure who to talk to, contact the Quality and Standards Unit via Reception on your campus.

4. If informal discussions do not resolve your problem and you wish to make a formal complaint, you can do this in whatever way you prefer - in writing, by email, in person or by phone. Please contact the Quality and Standards team.

If you wish to make a complaint, you can be helped and accompanied by a relative or friend. You have a right to seek the help of the Student Support Services in formulating and pursuing a complaint.

Next steps: - what we will do to help



Finally

We hope that most of the time we get it right. We welcome your comments on the quality of our services and your suggestions on how we can improve them.