

HOW TO TALK TO US

REF: (Internal Use) ...0099.....

If you want your concern or complaint investigated you can choose to

- Complete this form and send it to **The Complaints Officer**
 - either hand it in to a **College Reception** or
 - **post it** to City College Plymouth at the address below
- Phone **The Complaints Officer** on **01752 305370**
- Email: complaints@cityplym.ac.uk
- Write to **The Complaints Officer** at City College Plymouth
- Fax 01752 305341



FREEDOM OF INFORMATION ACT 2000

CONCERNS COMMENTS AND COMPLAINTS



FORMAL COMPLAINTS CHARTER

Our Commitment to you

The College welcomes complaints and makes the following commitment to you:

You will get

An acknowledgement in 5 working days

An internal review

Dependent upon nature of information & complaint
within 10 to 35 working days

If you are not happy with the way your complaint is treated you can appeal to

The Information Commissioner at Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF, Telephone: 01625 545 745

Email: mail@ico.gsi.gov.uk ,
www.informationcommissioner.gov.uk

WHAT YOU WANT TO TELL US

If you wish to raise a concern or make a complaint we would be happy to investigate. Please give us the following information to help the process.

Every effort will be made to resolve your complaint or concern.

Please give us the details

What detail of information was requested? What detail of information did you receive?
When did you receive a response? How much were charged? Why do you believe the
College has failed to comply with the Act?

- Any other details which can help with our internal review?


WHO YOU ARE

If you would like a response please tell us

- Your Name _____
- Your course _____
- Your address _____

Please Sign here _____ Date _____

- If a group of people are making a complaint please nominate one member as a contact.
- If you would like help completing this form please ask Learner Services.

 The information provided will be recorded and retained for College use in administering the complaint, and for analysis and improvement of the College's compliance to the Freedom of Information Act 2000. The information held is available to those individuals involved in the investigation and administration of the complaint, as well as College Governors, Senior Management Team, the College legal and insurance advisers, and any Inspecting bodies. Further disclosure of the information held will only occur with the express consent of the complainant. The information will be retained for a maximum period of seven years after which it will be confidentially disposed of. The Data Controller is City College Plymouth