

Blackpool and The Fylde College Degrees Awarded by



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BLACKPOOL AND THE FYLDE COLLEGE

COMPLIMENTS, COMPLAINTS AND FEEDBACK

A Brief Guide

The College welcomes feedback on the services that it provides. This leaflet is a brief guide for customers to give the College feedback on the services it provides.

COMPLIMENTS, COMPLAINTS AND FEEDBACK

Compliments, complaints and feedback can be made to the College in a number of ways:

- verbally
- in writing
- by email
- via a 'Have Your Say' form

STAGE 1

Students

Students are encouraged to resolve issues informally before they become a complaint. Various avenues are open to students to do this:

- Students may raise their concerns directly with the person who, in their opinion, is responsible for the problem or with a lecturer/course leader for their course.
- Students may raise issues with their course or programme representatives who may take those issues to staff/student liaison meetings or to the student forum meetings.
- Directly with the Head of School/ Department.

Employers

Employers are encouraged to attempt to resolve issues locally. They can:

- Raise issue with the assessor or manager for the curriculum area concerned at any stage, but particularly at apprenticeship reviews.

- Raise issues with the Skills and Business Development Directorate.
- Use an Employer Forum to bring issues to the attention of managers.

Others

Parents and other members of the public or any incidental user of the College services should, in the first instance, raise the issue directly with the person who, in their opinion, is responsible or with the supervisor or manager of the area concerned.

Former students are expected to raise any concerns within three months of completing their course of study.

The iKnow Advice Team can advise on the appropriate person to complain to and provide support if required.

STAGE 2

If you feel that your complaint has not been satisfactorily resolved at Stage 1 you can progress your complaint to Stage 2 of the process. Your complaint should be directed to the Head of Service within 10 working days of receiving a response to Stage 1. For your information a list of all Heads of Service (Academic and Business Support) are shown at the back of this leaflet.

In your correspondence you should clearly identify the nature of your complaint and what steps you have already taken to previously resolve the complaint and what you would like us to do next. We will aim to provide you with a response within 10 working days.

STAGE 3

If you feel that your complaint has not been resolved at Stage 2 you can progress your complaint to Stage 3 which is the final stage of the College complaints procedure. You should submit your Stage 3 within 10 days of receiving your response at Stage 2. Again you should explain why the outcome of the Stage 2 process is not satisfactory and what you would like us to do next. Correspondence for Stage 3 should be addressed to the Deputy Principal, Blackpool and The Fylde College, Ashfield Road, Bispham, Blackpool FY2 0HB.

This ends the College Complaints procedure.

Other information

Where a complainant is not satisfied with the outcome of the Stage 3 process they have the opportunity to appeal to the appropriate external body. For Further Education courses this would be the Skills Funding Agency.

Skills Funding Agency

W skillsfundingagency.bis.gov.uk

Where procedures allow for Higher Education courses this would be our partner universities. (For University of Salford awards, students have the right to escalate their complaint to the University and would enter the University process directly at stage 3).

W governance.salford.ac.uk/page/student_policies

(correct as at September 2015)

***Please note** that it is normally a requirement of the above agencies that a complaint has completed Stage 1, 2 and 3 of the College complaints process.*

Office of Independent Adjudication (OIA)

If the student after seeking resolution with the partner university is still not satisfied, the student has the opportunity to seek adjudication from the Office of Independent Adjudication (OIA). Please note that students will be required to obtain a Completion of Procedures Letter from the Quality and Standards Directorate to request a review by the Office of Independent Adjudication. Requests for review to the Office of Independent Adjudication should be submitted within 12 months of the date the Completion of Procedures letter is issued.

Office of Independent Adjudication

W oiahe.org.uk

Academic Management	Curriculum Area	Email/Telephone No
Jackie Wooding	Access and Continuing Education	E jackie.wooding@blackpool.ac.uk T 01253 504 174
Ruth Peri	Construction	E ruth.peri@blackpool.a.cuk T 01253 504 577
Jaqui Scott	Computing	E jaqui.scott@blackpool.ac.uk T 01253 504 139
Nigel Brown	Creative Arts and Digital Industries	E nigel.brown@blackpool.ac.uk T 01253 504 602
Mike Coleman	Engineering and Science	E michael.coleman@blackpool.ac.uk T 01253 504 291
Joanne Kershaw	Hospitality Tourism and Sport	E joanne.kershaw@blackpool.ac.uk T 01253 504 019
Jill Riley	Hair, Beauty and Related Therapies	E jill.riley@blackpool.ac.uk T 01253 504 630
Linda Harston	Professional Studies	E linda.harston@blackpool.ac.uk T 01253 504 134
Margaret Bamforth	Society Health and Childhood	E margaret.bamforth@blackpool.ac.uk T 01253 504 407
Neil Atkinson	Fleetwood Nautical Campus (Maritime)	E neil.atkinson@blackpool.ac.uk T 01253 504 705
Dawn Leak	Work Based Learning and Apprenticeships	E dawn.leak@blackpool.ac.uk T 01253 504 023
Business Support	Service	Email/Telephone No
Andy Iredale	Marketing Admissions and Course Enquiries <i>(including School Liaison, Careers and Welfare)</i>	E andy.iredale@blackpool.ac.uk T 01253 504 021
Maxine Bate	Student Administration and Achievement	E maxine.bate@blackpool.ac.uk T 01253 504 316
Linda Smith	Management Information and Funding / Data Protection	E linda.smith@blackpool.ac.uk T 01253 504 064
Steve Yeoman	Finance	E steve.yeoman@blackpool.ac.uk T 01253 504 380
Judith Poole	Student Support and Wellbeing	E judith.poole@blackpool.ac.uk T 01253 504 022
Andy Higham	Learning and IT Services	E andy.higham@blackpool.ac.uk T 01253 504 757
Simon Bailey	Learning Resource Centres	E simon.bailey2@blackpool.ac.uk T 01253 504 287
Stuart Crane	Estates (including Catering)	E stuart.crane@blackpool.ac.uk T 01253 504 012
Simon Rourke	Human Resources	E simon.rourke@blackpool.ac.uk T 01253 504 033