

PURPOSE OF THE CUSTOMER SERVICE POLICY

To support the college's mission 'Driving economic and social prosperity through excellent education and training'. We deal openly, fairly and effectively with any comment or complaint about our services from learners or others, and to offer an appropriate remedy to anyone who is adversely affected by a service which fails to meet our standards.

Yeovil College is committed to improving the quality of the learning experience. We constantly seek to improve all our services and to regularly monitor any complaints or comments received, and the effectiveness of the procedures to address them.

The supporting Customer Service procedures provide operational detail of how to record feedback/complain about any service which Yeovil College provides. There are separate policies/procedures for dealing with staff grievances, appealing against the outcome of academic assessments and for making disclosures in the public interest (whistleblowing). The customer service procedure cannot be used for any of these purposes.

Wherever possible a complaint should be resolved at the point it arose, with the members of staff concerned. If this does not result in an acceptable outcome or the situation makes this approach unfeasible then the formal procedure should be followed. All formal complaints must be in writing, the College will provide support to those complainants who may have difficulties in recording their complaints thus; for example, providing an amanuensis to record and read back a complaint for the complainant to sign.

RESPONSIBILITY AND AUTHORITY

The Principal has ultimate responsibility for customer service and will ensure that the arrangements for fair and effective management of complaints and recording of feedback are reviewed and enhanced.

The Vice Principal, Learning & Quality is the Principal's representative on matters related to quality assurance and customer service and is responsible for implementing systems in accordance with the approved College policy.

Faculty Directors and other senior college managers are responsible for the day to day management of complaints and recording of feedback within their areas.

QUALITY COMMITTEES

The Senior Leadership Team (SLT) monitor termly any complaints received and the actions taken to address them.