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COMPLAINTS PROCEDURE

The success of Northbrook College depends on the effective involvement of its students, its staff, and the wider community. It is therefore essential that anyone wishing to comment, or having to make a complaint, should have the opportunity to do so as directly as possible. The purpose of these guidelines is to ensure that people know who best to contact in each case, and what the relevant procedures are.

In the case of any written complaint, including e-mailed, the College undertakes to make an initial response within five working days.

For Students

Comments and/or complaints regarding course administration, teaching and support arrangements or facilities should be made in the first instance to the Personal Tutor, either informally or through student representatives at Course Team meetings. If the matter is not resolved at that level, the student should contact the Head of Department (contact details for whom are in the Student Information Guide). The Head of Department will complete a full investigation and provide a written response to the student within two weeks.

In the case of complaints regarding academic issues such as assignments and grades, if a problem cannot be resolved at the local level, formal procedures are in place for Academic Appeals. Full details are available in the Student Information Guide.

All complaints relating to fees should be referred in writing to the Director of Finance and Administration.

Student views on all aspects of the College are collected through questionnaires, surveys and Departmental Focus Meetings at various points during the year.

For Parents

The College is always keen to involve the parents or guardians of its students, and is delighted to see them at the numerous open days and exhibitions, or at other times by appointment. Any correspondence should be directed in the first instance to the relevant Head of Department.

Contact details are available from Reception:

West Durrington: 0845 155 60 60
Broadwater: 01903 606456
Shoreham Airport: 01273 234351

It should be noted that the College is unable to enter into discussion about a student of 18 or over at the start of their course, without the student's own consent.

For Employers

Where employers are sponsoring students at Northbrook College, the employer should raise any concerns they may have about the course, administration or other matters with the Head of Department.

On receipt of a complaint from an employer, the Head of Department will ensure that the Business Development Manager is notified.

For the Public

Northbrook College has wide-ranging contacts with the local community, and those involved will normally make any enquiries or comments to their own contact at the College.

Correspondence of a nature not covered by any of the above should be made to the Principal's Office, from which it can be directed to the appropriate section of the College.

For Staff

Staff views are invited through Course Team and Departmental meetings, and Staff Focus Groups.

The College undertakes to review and analyse all written complaints on a termly basis by the College Management Team in order that areas for improvement are understood and actioned wherever possible.

The College has a number of Equality and Diversity related policies which are available on the staff intranet, on notice boards at each campus, and from Personnel Department. Students should address complaints relating to Equality and Diversity to their Head of Department or the relevant Curriculum Director (contact details for whom are in the Student Information Guide). Staff should address such complaints to their Line Manager or the Personnel Manager.