

When things go wrong

We encourage you to tell us if you are not satisfied with the level of service we provide at the City of Glasgow College. We take all complaints seriously and deal with them fairly, sensitively, quickly and in confidence.

How to make a Complaint

If you have a complaint, please speak to your tutor, course leader or relevant manager and explain the problem. The member of staff may be able to deal with the situation immediately.

If you would prefer to put your complaint in writing then please do so by -

- Email to complaint@cityofglasgowcollege.ac.uk which will go directly to the Vice Principal Innovation and Planning e-mail account.
- Alternatively complete a **Complaint Form** or write a letter and send it to -

Vice Principal Innovation & Planning
City of Glasgow College
City Campus Charles Oakley
300 Cathedral Street
Glasgow G1 2TA

If you are not comfortable making the complaint yourself then Student Services staff will take it forward and speak to staff on your behalf. Assistive Technologies, if required, are also available on request.

What we will do

- We will endeavour to acknowledge your complaint within **2 working days** from receipt of your complaint.
- We will assign a Senior Manager to lead the investigation into your complaint.
- We will endeavour to inform you of our findings and of our suggested course of action within **15 working days** from receipt of your complaint.
- We will contact you requesting your feedback on how we handled the complaint and to determine if it was dealt with to your satisfaction.

VISION

As a world class institution we seek to redefine the learners' experience of a College education. Our staff, clustered in Schools of national expertise, will pioneer new ways of learning, with seamless learning support opportunities.

Our curriculum and international partnership sharing will encourage individual learners to flourish, amidst an inclusive and diverse learning community.

Our vision is also to create Scotland's first College super campus and be a positive catalyst for change, in partnership with other civic institutions to regenerate and renew Glasgow City Centre and on the riverside.

MISSION

We will deliver world class learning for individuals and enterprises, for Glasgow, Scotland and the international community.

VALUES

As a College we will value:

- The individual;
- Equality, diversity and inclusiveness;
- Integrity, honesty and transparency;
- Excellence and achievement;
- Partnership;
- Innovation and enterprise.

RIGHT OF APPEAL

If you feel your complaint has not been handled properly or has not been satisfactorily resolved then you may appeal against the decision(s) in writing within 10 working days of receiving our reply.

If after appeal you are still unhappy you can refer your complaint to the Ombudsman at -

Scottish Public Services Ombudsman
FREEPOST EH641
Edinburgh EH3 0BR
Tel: 0800 377 7330
Email: ask@spso.org.uk
Web: www.spso.org.uk

DIVERSITY & EQUALITY STATEMENT

We will positively promote equality, diversity and human rights for all.

In doing so, the College will:

- Foster good relations based on dignity and respect;
- Advance equality of opportunity for individuals; and
- Eliminate harassment, victimisation and unlawful discrimination.

DATA PROTECTION ACT 1998 STATEMENT

City of Glasgow College is committed to ensuring that the processing of personal data is only undertaken in the legitimate operation of the business of the College. The College will ensure that the eight principles on which the Act is based are made known to and observed by all college staff.

COMPLAINT FORM

Name			
Address			
			Postcode
Course/Class			
Email			
Telephone		Mobile	

Details of Complaint:

Desired Outcome:

Are there Diversity & Equalities issues associated with your complaint?
(Please tick as appropriate)

Race	Disability	Sex	Sexual Orientation	Religious / Beliefs	Age
Pregnancy/maternity			Gender-reassignment	Marriage/ Civil Partnership	