



Complaints Policy

Complaints Guidance and Procedure

Rase Veterinary Nursing College aims to provide employer and students with an outstanding service in all areas of provision. Most people who engage with Further Education work-based learning as an employer or students do not experience any problems. However, RVNC recognises that sometimes things can go wrong, and we would like to know about any issues in order that they can be put right.

The aim of the complaint's procedure is to give a quick but thorough response that answers all concerns of employer or learners properly. RVNC annually reviews the number and nature of all complaints, the monitoring and review of complaints contributes to the RVNC self-assessment process which leads to on going improvements of services to employers and work based learning experiences.

Definition of a Complaint

We define a complaint as an expression of dissatisfaction concerning the service or provision of a vocational qualification when the complaint (an employer or student) has drawn their concern to the attention of their key contact and is not satisfied with the response. If you want advice before making a complaint or taking a complaint to the next stage, your key contact will be happy to help you. We will not register a formal complaint unless you ask us to. If you experience problems with any aspect of our services, you should inform your key contact as soon as possible so that we can act quickly to put things right. It is essential that you act immediately if there is a possibility that learner progress if enrolled on a work-based learning programme will be affected by any problem you have experience. We cannot accept responsibility for problems that affect the final outcome of a vocational qualification if you delay telling us about them until it is too late for us to put things right. If you have told us about problems and you are not satisfied with our response you are entitled to make a formal complaint.

Complaints Procedure

An individual (employer or student) can make a complaint about any aspect of RVNC's services including teaching and training, support services, advice and guidance and facilities. You can also complain if you feel you have been treated unfairly or inappropriately. If you feel that the service, you have received does not meet your expectations then you should follow the procedures below.

Stage 1 (Informal resolution)

An individual may be able to resolve their concerns informally by talking to their key contact regarding levels of service or course related issues. The complaints concern

will be listened to and taken seriously. Every effort will be made to assist the complainant in dealing with his/hers issues. No record of the concerns will be kept at this stage.

Stage 2 (Formal Complaint)

If the complainant feels that their concern has not been resolved at the informal stage, then they may make a formal complaint in writing to RVNC. On receipt of the formal complaint the following steps will be taken:

- The designated complaints manager will log the complaint and send an acknowledgment to the complainant within 5 working days.
- The Designated Complaints Manager will investigate the complaint. This will involve discussing the complaint with all relevant people. (If the complaint is against one person, they will be issued with a copy of it).
- The Designated Complaints Manager will contact the complainant to discuss the complaint and clarify any issues., if the issue can be resolved at this stage it will be logged, and the complainant will be sent a letter outlining the action taken.
- Where the issue cannot be resolved in the first instance the manager will meet with the complainant to hear the complaint. The complainant has the right to bring someone to the meeting with them to offer support. Every effort will be made to ensure that this meeting takes place within 15 working days of the receipt of the original complaint.
- The Complaints Manager will also hear the views of other people concerned with the complaint.
- The complainant will be written to within 5 working days of the meeting outlining any action to be taken.

If the complainant is not satisfied with the outcome of stage 2 they can move onto stage 3 of the complaint procedure.

Stage 3 (Formal Complaint)

If the complainant is still unhappy with the outcome of the complaint, then they may appeal in writing to the Head of Centre. You will be invited to attend a meeting with the Head of Centre and an independent reviewer to express your appeal, the complaint will be dealt with within 15 working days within receipt of your request.

The Head of Centres decision is final.

Document review:

This guidance is monitored through team meetings and is reviewed annually.

Dr Norrie Graham BVSc MRCVS

Date:

Head of Centre

Rase Veterinary Nursing College