

Blackpool and The Fylde College

# COMPLIMENTS, COMPLAINTS AND FEEDBACK

A Brief Guide

B&FC welcomes feedback from all users of B&FC on the services it provides. This leaflet is a brief guide for customers to provide compliments and feedback to B&FC

## COMPLIMENTS, COMPLAINTS AND FEEDBACK

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

- **Verbally or in writing**
- **Surveys**
- **Student and Employer Forums**
- **Email to [talkback@blackpool.ac.uk](mailto:talkback@blackpool.ac.uk)**
- **Via a 'Have Your Say' form**
- **Email to [complaints@blackpool.ac.uk](mailto:complaints@blackpool.ac.uk)**

### 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 Curriculum or Service area.

#### Employers

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

- Raise the issue with the assessor or manager for the curriculum area concerned at any stage, but particularly at apprenticeship reviews.
- 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 B&FC 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 Quality and Standards 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 Curriculum/Service within 10 working days of receiving a response to Stage 1. For your information a list of all Heads of Curriculum and Service 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 B&FC 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

**VICE PRINCIPAL,  
BLACKPOOL AND THE FYLDE COLLEGE,  
ASHFIELD ROAD,  
BISPHAM,  
BLACKPOOL,  
FY2 0HB**

**OR**

**VPSUPPORT@BLACKPOOL.AC.UK**

**THIS ENDS THE B&FC  
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 Education and Skills Funding Agency.

**[www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure](http://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure)**

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

### **Office of the Independent Adjudicator for Higher Education (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 the Independent Adjudicator for Higher Education (OIA).

A Completion of Procedures letter will be issued by B&FC in line with the B&FC Compliments, Complaints and Feedback procedure. Requests for review to the Office of the Independent Adjudicator should be submitted within 12 months of the date the Completion of Procedures letter is issued by B&FC.

Office of the Independent Adjudicator  
**[www.oiahe.org.uk](http://www.oiahe.org.uk)**

# Blackpool and The Fylde College

CONTACT NAME	CURRICULUM/SERVICE AREA	EMAIL/TELEPHONE
<b>JACKIE WOODING</b>	Access and Continuing Education	<b>E</b> jackie.wooding@blackpool.ac.uk <b>T</b> 01253 504 014
<b>JON TOMKINSON</b>	Construction	<b>E</b> jon.tomkinson@blackpool.ac.uk <b>T</b> 01253 504 576/7
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<b>COLLEEN HICKSON</b>	B&FC for Business (Apprenticeships/Work based)	<b>E</b> colleen.hickson@blackpool.ac.uk <b>T</b> 01253 504 383
<b>NEIL ATKINSON</b>	Fleetwood Nautical Campus (Martime)	<b>E</b> neil.atkinson@blackpool.ac.uk <b>T</b> 01253 504 705
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<b>JONATHAN MANN</b>	Learning Resource Centres	<b>E</b> jonathan.mann@blackpool.ac.uk <b>T</b> 01253 504 0672
<b>LISA BREEZE</b>	Estates (including Catering)	<b>E</b> lisa.breeze@blackpool.ac.uk <b>T</b> 01253 504 012
<b>SAM BAILEY</b>	Human Resources	<b>E</b> sam.bailey@blackpool.ac.uk <b>T</b> 01253 504 174