



Heart of Yorkshire Education Group

Complaints Procedure

Scope

For the purposes of this Complaints Procedure (the 'Procedure') a complaint is an expression of dissatisfaction or concern either by a student or any other person whether oral or written about the conduct, standard of service, actions or lack of action of the Heart of Yorkshire Education Group ('we' 'us' 'our'), its partners or its staff.

Please note that this Procedure does not relate to any of the following which are governed by distinct policy and procedure documents which can be found here:

<https://heartofyorkshire.ac.uk/about/policies>

- Complaints relating to Higher Education programmes.
- Academic appeals, i.e., relating to the outcome of an assessment or examination, or a student's progression.
- Staff grievances.

If you are unsure whether this Procedure applies to your complaint, please speak to a member of reception staff who will be able to provide you with guidance.

Before you make a complaint under this Procedure

If you have a complaint (including if you disagree with an assessment grade or decision) we would like to try to resolve this informally where possible. Therefore, please raise your complaint with the relevant member of staff in the first instance. If you are unsure who to raise your complaint with, please speak to a member of reception staff who will be able to provide you with guidance. If you do not feel that your complaint has been resolved once you have tried this step, please use this Complaints Procedure. You may be asked to demonstrate that you have attempted to resolve your complaint informally before it is progressed in accordance with this document.

How to make a complaint under this Procedure

...and what happens when you make an official complaint?

STEP 1 - MAKE A COMPLAINT

To investigate your complaint properly we need you to provide us with full details of the problem including:

- Date, time and place of incident.
- A clear account of what happened, or what the problem is.
- Names of other people involved.
- The course you are attending (if applicable).
- Your contact number and address (please write this clearly).
- Your email address.
- The outcome which you would like.

There are a number of ways to submit your complaint. You can:

- Complete our online complaint form which can be found here: <https://www.wakefield.ac.uk/get-in-touch/complaints>

- Complete the form at appendix one of this document and send it to Executive Support Team, Heart of Yorkshire Education Group, Margaret Street, Wakefield, WF1 2DH.
- Email your complaint to Complaints@HeartofYorkshire.ac.uk.
- Complete a complaints form, available from the reception at any site.
- Write a letter to:

Executive Support Team
Heart of Yorkshire Education Group
Margaret Street
Wakefield
WF1 2DH

You should submit your complaint via the methods outlined above. However, if you discuss your complaint in person with our staff and they feel that at any time your behaviour is threatening or abusive they will call for the assistance of our Security Team. If you display such behaviour over the phone our staff will terminate the call.

STEP 2 – WE ACKNOWLEDGE YOUR COMPLAINT

Your complaint will be acknowledged by email or letter within three working days starting the day after the date of receipt of your complaint. In our acknowledgement, we will tell you the name and job title of the person who is investigating your complaint and the date by which we will respond to you.

STEP 3 - WE WILL RESPOND TO YOUR COMPLAINT IN FULL

In most cases we will respond to your complaint within ten working days starting the day after the date of our acknowledgment.

If all or part of the period to respond to your complaint, outlined above, falls on a day on which we are closed for half-term or end of term holidays, the deadline to respond to your complaint will be extended to twenty working days starting on the day after the date of our acknowledgement. During these times, staff may be on annual leave and more time may be required to account for such absences. We will confirm whether such an extension is required when we acknowledge your complaint (see step 2).

If your complaint is particularly complicated and/or requires a significant investigation to be undertaken and, in our responsible opinion, it is not possible to respond to you with a meaningful outcome within the deadlines set out above, we will contact you as soon as possible, and no later than ten working days starting the day after the date of our acknowledgement, to let you know and to discuss an appropriate deadline to respond to your complaint.

If we determine that an extended deadline is necessary, as outlined above, we will keep you informed of our progress at such intervals as we consider reasonable to satisfy you that your complaint is being progressed efficiently.

Please do not contact us regarding the progress of your complaint before the relevant deadline for response.

In our response, we may accept, partially accept or reject your complaint. We will accept your complaint if we consider it to be completely justified or partially accept your complaint if we believe part of it to be justified. In either case we will explain what went wrong and why and try to remedy the situation, in particular, by making the changes necessary to ensure the problem does not occur again in the future. Where you have suffered a detriment, we will, where possible, as a

general principle, try to put you back in the position you would have been in had things not gone wrong.

STEP 4 – WE HOPE YOUR COMPLAINT WILL NOT REACH THIS STAGE BUT...

If you are not happy with our response to your complaint under step 3 (above), you may ask for it to be reviewed by writing to:

Principal & Chief Executive Officer
Heart of Yorkshire Education Group
Margaret Street
Wakefield
WF1 2DH

You should outline clearly in your letter the reasons for your request.

Your step 3 response will be reviewed by an independent member of our staff. You will receive a response within twenty working days starting the day after the date of receipt of your request.

Our step 3 response will either be upheld (meaning our original response stands), not upheld (meaning the independent reviewer agrees with you that our original response was incorrect) or partially upheld (meaning the independent reviewer believes that our original response was only partially correct). If our response is not upheld or partially upheld, we will deal with your complaint as accepted or partially accepted (as the case may be) complaints under step 3 (above).

If you are still not happy with the outcome of your complaint, you may contact:

Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT



Heart of Yorkshire
Education Group

Complaint Form

Heart of Yorkshire Education Group aims to provide a high standard of service to all its students, customers and visitors.

If you're unhappy with any aspect of a Group course, please try and resolve the issue with your personal tutor, subject teacher or the relevant Manager of the area in the first instance. If you don't feel that your complaint has been resolved once you've tried this step, please use this Complaint Form.

If you are not satisfied with any other aspect of the Group, please direct your complaint to the relevant Manager in the first instance. If you're unsure who this is, your tutor or Reception staff will be able to guide you. If you don't feel that your complaint has been resolved once you've tried this step, please use this Complaint Form.

Details of the person making the complaint We cannot acknowledge your complaint unless you give your full postal address or email. Please print clearly.		
Name:	Course:	Tel No:
Address:		
Postcode:	Email:	
Your complaint <u>will not</u> be treated as a formal complaint unless you have taken action to resolve the issue with your personal tutor, subject teacher or the relevant Manager. Please give a brief explanation of what action you have already taken:		
Please note: If we are not satisfied that sufficient action has already been taken to try to resolve this issue locally, we will forward this complaint to the relevant Manager to deal with.		

Please give a brief description of your complaint, stating any relevant facts include date, time, (where applicable) and names of any people involved:

Date:	Time:	Location:
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People Involved:

Description of complaint:

What would you like the outcome of your complaint to be?

Signature:	Date:
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Campus: Please tick as appropriate		
Castleford <input type="checkbox"/>	Wakefield <input type="checkbox"/>	Selby <input type="checkbox"/>

When you have completed this form, please return it to any Reception or post it to:

Principal & CEO, Heart of Yorkshire Education Group, Margaret Street, Wakefield, West Yorkshire, WF1 2DH. Telephone: 01924 789789. If we consider this to be a formal complaint, we will normally acknowledge your complaint within 3 days of receiving and give you a more detailed response within 10 working days.