



Complaints Policy

Issue and review

The date of issue of this policy is AUGUST 2023. This policy will be reviewed annually.

Introduction

The Dorset Foundation College for Performing Arts are committed to providing a high quality service and will endeavor to resolve any problems in our service as quickly as possible. We regard complaints as a valuable source of information for improving our services.

If the student is experiencing any problems with an aspect of our service they should make contact with The Dorset Foundation College for Performing Arts as soon as possible in order to rectify the problem efficiently. As a centre, we cannot accept responsibility for problems that affect the outcome of a candidate's qualification if there is delay in highlighting a problem. If the student has drawn an issue to our attention and they are dissatisfied with our response, they are entitled to make a formal complaint.

Making a formal complaint

Stage One; the formal complaint should be submitted and addressed to the Course leader, in writing via written letter or email. The complainee should expect to receive a written reply from The Dorset Foundation College for Performing Arts within 10 working days; if this is unachievable for any reason, the student will be notified.

Stage Two; On receipt of The Dorset Foundation College for Performing Arts reply you are dissatisfied that the college has done everything possible to answer your complaint, the candidate is advised to contact the Head of Centre, Denise Booth, to review your case. The complainee should In this letter of review the student should include:

- Full details of the complaint and all matters surrounding it
- Copies of any previous correspondence with The Dorset Foundation College for Performing Arts related to the complaint, or enough information to help staff trace the correspondence quickly.
- Details of what the candidate would like the college to do in order to resolve the problem.

The complainee should expect to receive a written reply from The Dorset Foundation College for Performing Arts within 10 working days; if this is unachievable for any reason, the student will be notified.

Rights and responsibilities

The Dorset College for Performing Arts will ;

- Deal with complaints within the time limits set out in this policy,

- Make sure that all points raised are addressed and responded to clearly,
- Ensure complaints are handled with care and confidentiality,
- Ensure records of complaints are kept separate from other documentation,
- Ensure that no complaint will be used to the candidates disadvantage in the future,
- Always be polite and professional throughout the formal complaints process.

The students making a complaint should;

- Give The Dorset Foundation College for Performing Arts full details of your complaint,
- Deal with the complaint sensitively and refrain from referencing a staff member or peers name, unless completely necessary
- Always be polite.

Contact details

The Dorset Foundation College for Performing Arts

100 Cobham Road
Ferndown Industrial Estate
Wimborne
Dorset
BH21 7PQ

01202 890707

office@dorsetfoundationcollege.com