

The College is committed to providing you with the best possible service. If you have a complaint we want you to tell us so we can put it right. All complaints will be monitored by senior management, and action taken to improve the quality of college services.

How to Complain

If you have a complaint about any of our services or the way that College staff or students have treated you, you should fill in this form, giving brief details of your complaint.

You may use the College's internal mail by handing the complaint in at a Customer Service Point or to reception, by e-mail to customer.complaints@newham.ac.uk, or alternatively, send the completed form to the following address:

The Complaints Co-Coordinator, Newham College of Further Education,
East Ham Campus, High Street South, East Ham, London, E6 6ER

How your complaint will be handled

All complaints will be investigated as fairly and fully as possible.

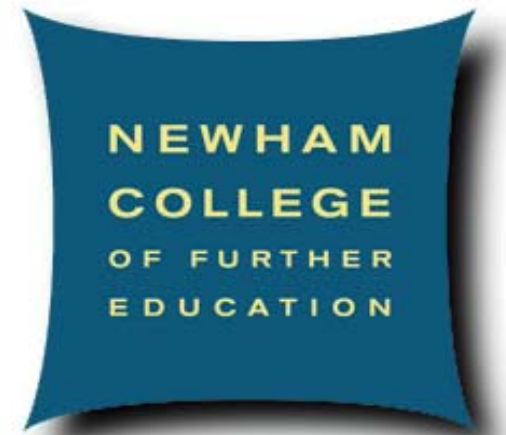
We will acknowledge a written complaint within 5 working days of receipt of the complaint.

We will send a detailed written response to the complaint within 10 working days. If a full response is not possible within this time, you will be told how your complaint is being handled.

Every effort will be made to put right the situation leading to the complaint. Where we are not able to put the matter right, we will consider what form of redress, if any, that we can offer you. Any such redress will be made at the sole discretion of the College on the basis of what the College considers to be reasonable in the circumstances.

Taking your complaint further

If you are dissatisfied with the outcome of your complaint you should write directly to the Principal. You also have the right to complain to the Learning & Skills Council or the Secretary of State for Education and Skills.



Need to make a complaint?

Customer Complaints

Personal Details

Title Mr/Mrs/Miss/Ms	Name		
Address			
Student ID No (If applicable)			
Course Code and Title (If applicable)			
Student <input type="checkbox"/>	Parent <input type="checkbox"/>	Employer <input type="checkbox"/> * (see below)	Other <input type="checkbox"/>
Company name:		Telephone number:	
* Job title:		e-mail address:	
Signature		Date	

Please tick a box below to indicate your complaint:

<p>Admissions Arrangements</p> <p><input type="checkbox"/> Reception / access to the College</p> <p><input type="checkbox"/> Misinformation about courses</p> <p><input type="checkbox"/> Interview arrangements</p> <p><input type="checkbox"/> Enrolment difficulties</p> <p>Teaching and Learning</p> <p><input type="checkbox"/> Teaching or staffing arrangements</p> <p><input type="checkbox"/> Quality of teaching</p> <p><input type="checkbox"/> Teaching materials</p> <p><input type="checkbox"/> IT equipment</p> <p><input type="checkbox"/> Other equipment</p> <p><input type="checkbox"/> Learning Waves, Learning Express, or Learning.com</p> <p>Course Organisation</p> <p><input type="checkbox"/> Room changes</p> <p><input type="checkbox"/> Standard of accommodation</p> <p><input type="checkbox"/> Staffing changes</p> <p><input type="checkbox"/> Course cancellation</p>	<p>Support Services</p> <p><input type="checkbox"/> The FLEX</p> <p><input type="checkbox"/> Key skills centre</p> <p><input type="checkbox"/> The Students Advice Service</p> <p><input type="checkbox"/> Student Life or the Student Union</p> <p><input type="checkbox"/> Canteens</p> <p><input type="checkbox"/> Toilets</p> <p>Administration</p> <p><input type="checkbox"/> Fee refunds/ financial issues</p> <p><input type="checkbox"/> Issue of certificates</p> <p><input type="checkbox"/> Examination arrangements</p> <p>Policy Infringement</p> <p><input type="checkbox"/> Equal opportunities</p> <p><input type="checkbox"/> Health and safety</p> <p><input type="checkbox"/> Performance against Student Charter</p> <p><input type="checkbox"/> Other</p>
--	---

Complaint Details

Give details of what happened, when, and who was involved.