

We welcome your feedback in writing,
via email, by telephone or in person.

You can contact us in a number of ways

Telephone: 0345 120 0044

Email: info@eastridingcollege.ac.uk

Write to:
Client Services and Enrichment Manager,
East Riding College,
Flemingate Centre,
Armstrong Way,
Beverley,
East Riding of Yorkshire,
HU17 0GH

ERCA

www.eastridingcollege.ac.uk
info@eastridingcollege.ac.uk
0345 120 0044



Comments, compliments or complaints



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Comments, compliments or complaints

We welcome your feedback in writing, via email, by telephone or in person. Details are listed at the bottom of this page.

East Riding College wishes to put your learning and achievement first. We welcome your comments about our services as they enable us to make continuous improvements.

If you have a concern about any of our services and wish to make a complaint then we encourage you to discuss it with a member of staff. It is the aim of the College to resolve complaints from learners or other service users as quickly and as near to the source as possible. If the issue cannot be resolved by the member of staff approached then the appropriate manager will be notified and he/she will contact you.

If you are not satisfied with the outcome at this stage then the complaint can be referred to the formal process.

Formal process:

Your complaint will be acknowledged within two working days.

A copy of your complaint will be sent to the investigating manager who will respond to you within 10 working days. Where a complaint requires more lengthy investigations, updates will be provided to you at intervals not exceeding 10 working days.

If you are not satisfied with the outcome of the investigation, an appeal can be made to the Principal within 10 working days of receipt of the official response.

How to contact us

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Telephone: 0345 120 0044

Email: info@eastridingcollege.ac.uk

fill in the attached form, opposite, and send it to:

**Client Services and Enrichment Manager,
East Riding College,
Flemingate Centre,
Armstrong Way,
Beverley,
East Riding of Yorkshire,
HU17 0GH**

Comments, compliments or complaints

Your details

Name

Address

Postcode Telephone

Email address

Course (if applicable)

Details of comment, compliment or complaint:

Please attach additional sheets if necessary

OFFICE USE ONLY Complaints processing

		Reported to		Resolved? Date		
Informal	Stage 1	Staff name: <input type="text"/>		Yes	No	<input type="text"/>
	Stage 2	Manager's name: <input type="text"/>		Yes	No	<input type="text"/>

		Forward to client services manager	Date
Formal	Forwarded by: <input type="text"/>		<input type="text"/>
	Received by client services manager <input type="text"/>		<input type="text"/>
	Logged on spreadsheet <input type="text"/>		<input type="text"/>

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