

Compliments and Complaints Guidance



RNN Group (comprised of Rotherham College, North Notts College, Dearne Valley College and RNN Training) is committed to providing high quality services and learning experiences and we welcome all feedback about the services we provide.

If you have a compliment or suggestion:

If you are pleased with the service we have provided or you have a suggestion on how it can be improved, please let us know so that we can pass it on to those concerned.

If you have a concern:

We are proud of our good reputation but we accept that sometimes, things may go wrong. Most concerns can be resolved quickly and informally by talking to a member of staff.

Compliments & Complaints forms are available at the main campus receptions or via the [website](#)

Alternatively, you may prefer to contact us as follows:

Quality Co-ordinator Quality Improvement Team Rotherham College Eastwood Lane Rotherham South Yorkshire S65 1EG	Email: complaints@RNNGroup.co.uk Telephone: 01709 513333 extension 1112 or 01709 722793
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What happens next?

On receipt of your complaint, the Quality Co-ordinator will:

- acknowledge it in writing within 2 working days (if not resolved within this time period)
- forward it to an investigating officer or relevant manager for investigation
- ensure that you receive a response within 10 working days of receipt of your complaint. Where this is not possible, especially if the complaint is complex or during student holiday periods, we will let you know and keep you informed of progress.

If you are not satisfied with the response to your complaint:

You have the right to appeal within 10 working days of the response date. Your appeal will be referred to the Deputy Principal and acknowledged within 2 working days. You will receive a formal response within 10 working days, or longer depending on the circumstances.

If you are still not happy with the response to your complaint, you should contact the appropriate external body within 3 months.

FE complaints are referred to the The Complaints Adjudicator, Education & Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry CV1 2WT complaintsteam@sfa.bis.gov.uk

HE complaints are referred to the Office of the Independent Adjudicator for Higher Education (OIAHE). <http://www.oiahe.org.uk/making-a-complaint-to-the-oia/how-to-make-a-complaint.aspx>

Consumer Credit Service disputes are made to the Financial Ombudsman. The investigation can take up to 8 weeks. Refer to the Director of Finance for further information. <http://www.financial-ombudsman.org.uk/consumer/complaints.htm>

Complaints relating to Freedom of Information requests are made to the Information Commissioner <https://ico.org.uk/concerns/>

Please refer to our website for a full statement on Data Protection and how we use your personal information.

Reference Q07.01-01 Version 1 Reviewed 5/9/17	Compliments and Complaints Guidance	Owner: Head of Quality Page 1 of 1
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