



November 2009

The Student Complaint Policy and Procedure

WHAT TO DO IF THINGS GO WRONG

If you feel dissatisfied with any aspects of the service you receive at Derby College, please do not hesitate to raise the issue straight away. Most issues and concerns can usually be resolved immediately by talking directly to the person or people involved. However, if you feel you have done this, and still feel dissatisfied, you may wish to make a complaint using the procedure below.

All complaints are treated with strict confidentiality.

Documents are available on the *Student* Intranet:

- The Student Complaint Policy and Procedure
- Student Complaint Form

Hard copies are also available from Student Services and the Student Union.

Completed Complaint forms should be submitted to the relevant member of staff in your area of study or if you prefer, to Student Services or the Student Union.

Confidential Support can be obtained from Student Services, Student Counselling

