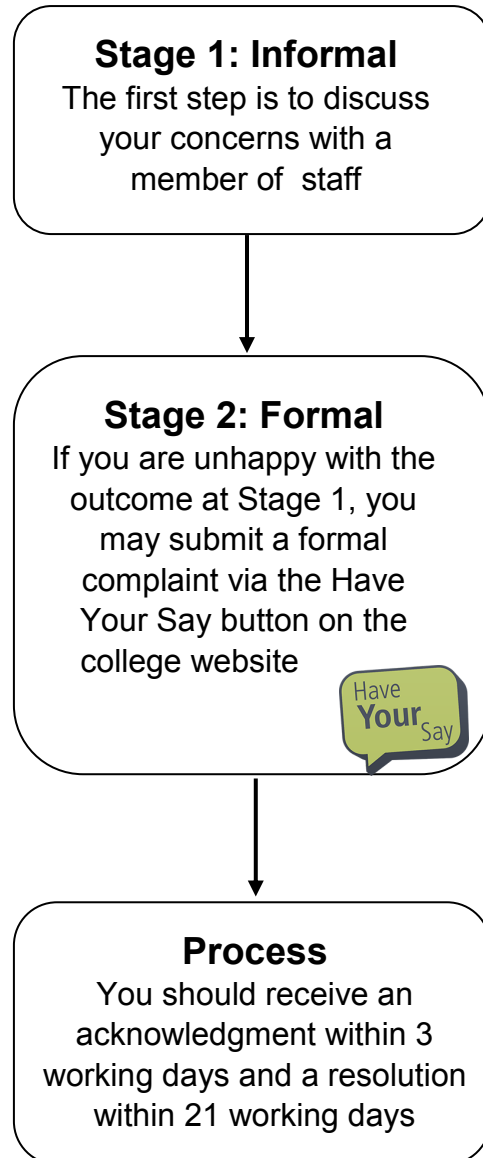


Complaint Process





The content of this leaflet links to the following documents:

- Academic Appeals Policy
- Anti Bullying Policy
- Complaints Policy
- Data Collection leaflet



Quality Department
Bedford College
Cauldwell Street
Bedford
MK42 9AH

 01234 291022

 Have-your-say@bedford.ac.uk



At Bedford College

We aim to provide the highest possible standards of service at all times, however we realise that occasionally things may go wrong.

This leaflet will help you to:

- say 'well done'
- make a suggestion
- raise a complaint

Compliment



If there is something we have done well, someone you want to say 'thank you' to or just want to say 'well done' to a person or team, you can, through Have Your Say online.

www.bedford.ac.uk/haveyoursay

Suggestion



Do you have you an idea that may improve our service?

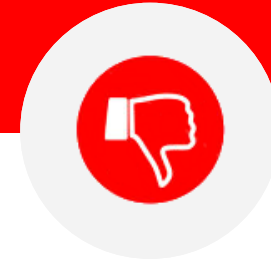
Is there something we can do to be more efficient?

Any other ideas?

If so, let us know by using the online Have Your Say service available at:

www.bedford.ac.uk/haveyoursay

Complaint



Complaints regarding teaching and learning must first be raised with a member of staff.

If you are not satisfied with the outcome you can log a formal complaint using the online Have Your Say service available here:

www.bedford.ac.uk/haveyoursay

We aim to acknowledge your concerns within 3 working days, and resolve the issue within 21 working days.

Have Your Say does not cover complaints about academic assessment, these are covered by the Academic Appeals procedure which is available on the college website.

Complaints by staff regarding facilities, estates and equipment should be raised via the estates request option on the intranet.