

GMG-EVOLVE STUDENTS COMPLAINTS POLICY

Dated: 1 October 2008

Complaints from Students

Where students have a complaint they are instructed to attempt to resolve it with a member of staff concerned or with the relevant provider. Where this fails a student should approach the Project Manger of the GMG-EVOLVE project to detail the nature of their complaint. This can be done in 3 ways:

- a) in person and verbally
- b) via email (training@thegmg.org) or telephone (01452 528859)
- c) in writing (Jessica Marklew, GMG-EVOLVE, Level 4 Llanthony Warehouse, Gloucester Docks. Gloucester GL1 2EH)

After reception of a complaint, the Project Manger will immediately begin investigating the complaint and deal with it in an appropriate manner. She will record and collate all complaints in writing and produce a bi-monthly quality report for the GMG-EVOLVE Steering group. This report will be used to assist when writing the annual Self-Assessment report and to meet SFA Audit requirements. Reports will also be distributed at GMG Board Meetings.

Introduction

At the Gloucestershire Media Group, we aim to provide high quality service to all of our students and local employers. To guarantee that the training we provide is of highest quality and delivered in the fairest way, we want you to get involved and inform us of any problems you might have come across.

While training with the GMG, should you at any point feel that you are not being treated in a fair manner or feel discontent with the course at any point, and would like to talk someone, please follow the procedure as outlined below.

Complaints

- If you are a student enrolled on a GMG course and you feel you have been wrongly or unfairly treated, firstly talk to the person concerned to try to sort out the problem informally. In many cases the issue can be resolved in this way.
- If you feel uncomfortable about speaking to the person concerned, or if you have discussed the matter and do not feel it has been resolved you may contact the GMG-EVOLVE Project Manager, Jessica Marklew in the following three ways:
 1. in person and verbally
 2. via email (training@thegmg.org) or telephone (01452 528859)
 3. in writing by completing the attached complaints form (see Annex 1 of this handout) and posting it back to Jessica Marklew, GMG-EVOLVE, Level 4 Llanthony Warehouse, Gloucester Docks. Gloucester GL1 2EH

All students are encouraged to submit their complaint in writing by completing the attached complaints form. We do however understand that in some circumstances students prefer to speak to someone directly and therefore offer the other two options above.

The Project Manager will ensure that an appropriate response is despatched to the complainant within 10 working days.

- If, after this stage, you do not feel your complaint has been properly addressed, you may write to the Board of Directors, GMG Level 4 Llanthony Warehouse, Gloucester Docks. Gloucester GL1 2EH

Your complaint will be acknowledged and further investigated.

GMG-EVOLVE COMPLAINTS FORM



NAME*

ADDRESS*

COURSE TITLE

COURSE DATES

COURSE LOCATION

COURSE TUTOR

*If you would like to remain anonymous, please leave blank.

DATE OF INCIDENT FOR COMPLAINT

NATURE OF COMPLAINT (Please try to be as specific as possible by outlining times, dates, nature of complaint....etc.)

Empty box for writing the nature of the complaint.

Once completed, please post form back to
Jessica Marklew, GMG-EVOLVE Project Manger, Level 4 Llanthony Warehouse,
Gloucester Docks Gloucester GL1 2EH