

Complaints Procedure

Please ask your Training Coordinator or another member of staff for full procedure

When a student has a problem with something at college, they should talk to their course leader or the member of staff directly involved as soon as possible. If it is not possible to speak to the course leader or the member of staff involved, another member of staff should be contacted.

If the issue is not resolved at this point, it then becomes a **complaint**.

The student should then write a letter addressed to the PA to the Senior Management Team (SMT). If given in by hand, this can be handed in at reception. If posting this, the address is:

PA to the Senior Management Team

Abingdon and Witney College

Wootton Road

Abingdon

OX14 1GG

The PA to SMT will respond within 2 working days. A member of the College Leadership Team will then investigate the problems mentioned in the complaint.

Students can appeal in writing to the Principal if not satisfied with the outcome of this process.

If not satisfied with the Principal's decision, the student can appeal to the Education and Skills Funding Agency, please click [here](#) for their complaints procedure. HE students should instead contact the Office of the Independent Adjudicator (www.oiahe.org.uk).