

## ADC's procedure for dealing with your complaints

ADC is committed to providing a high quality service to everyone we deal with. However, we are aware that there is always scope for improvement in our services. We acknowledge that occasionally our service may fall below your expectations or may go wrong. If this happens to you, we want to hear from you so that they can be put right. We regard complaints and constructive comments or feedback as an important source of information for monitoring and improving our standards. Our aim will be to sort out any difficulties you encounter promptly and efficiently, if it is within our power to do so. If you are still dissatisfied, you may wish to register a formal complaint. This policy sets out the way in which complaints will be dealt with and the procedures you should follow whether you are a learner, employer, supplier, sub-contractor, or anyone who has dealings with ADC.

### What to do if you have a problem or feel standards are not being met?

Please remember that our goal is to help you. It is likely that often, the department that provided you with the original service may be the best and quickest source for tackling and resolving any issues raised by you. This will often ensure the fastest response and allow us to quickly implement any necessary improvements. Wherever possible, you should communicate preferably in writing, but if your concerns or issues are urgent, please do call us and we will try to respond at the time of your call. If you are not sure whom to contact, please call our reception on 0800 328 4316 for help in identifying the correct person. When you contact ADC we will try to resolve your concerns and deal with any issues in a constructive, helpful and courteous manner. The initial contact will not automatically be treated as a complaint, unless you expressly alert us that you wish to register a formal complaint. Instead every effort will be made to resolve the situation quickly and effectively. We will record the existence of a formal complaint only if you remain dissatisfied.

### How to make a formal complaint

If you are not satisfied with the steps taken to resolve the issue(s) you have raised and you wish to make a formal complaint, ADC has set up a procedure to ensure your complaint is dealt with confidentially and that it is fully and fairly investigated.

### Making a complaint in writing

You should make a complaint in writing setting out the issue, please record the date and any other information you think is relevant, particularly your contact details and your telephone number or e-mail address if they are available (in case we need to clarify any aspect of your complaint). Please write to Giovanni Caloia, Managing Director, ADC Technology Training Ltd, 11-13 Masons Avenue, Harrow, Middlesex HA3 5AD.

If you make a complaint, your letter will be acknowledged, investigated and a response made within ten working days of ADC receiving your complaint.

If your complaint is of a more complex nature, or where a full reply will take longer than the ten days, you will receive an interim reply which will include a contact name and a date by which you can expect to hear further.

We monitor formal complaints so that we can:

- Ensure that the complaint has been resolved.
- Identify any trends in complaints.
- Identify any common cause of complaints.
- Identify any staff development needs.

ADC IT College wishes to stress that where a complaint is received from a learner, the student will not be penalised or disadvantaged any way as a result of the complaint.