



# YOUR VOICE

We value feedback about our services and recognize that you, our customers, may wish to make a comment, complaint, compliment or suggestion about your experience with the College.

We welcome all such feedback in the spirit of continuous improvement.



## **What Happens Next?**

Your feedback will be forwarded to the Head of Faculty/Unit as a nominated responsible owner and an investigating officer will be identified. The investigating officer will explore the feedback comments received and based on their findings, prepare a recommendation for the Head of Faculty/Unit. You should receive a further communication from the College within 15 working days to keep you informed of progress or of an outcome. If your request is under the Freedom of Information or Data Protection legislation, the college will respond to you within 20 working days.

## **Can I appeal?**

If, on receipt of the written response you consider that your issue has not been adequately addressed, you have the right to appeal. You should submit your letter of appeal directly to the Head of Customer Services within 10 working days of receipt of your letter of outcome.

The College will convene a Feedback Review Panel to consider and adjudicate on the appeal received. You will be notified of the outcome of this review panel within a further 20 working days. If this is not possible, an explanation will be given for the delay.

The decision of the Feedback Review Panel is final.

## **What can I do?**

You have the option to approach the member of staff directly but sometimes this is not possible, and in these circumstances you can, if you so wish, raise the issue with a senior manager on duty. Alternatively you can write in to the College and we have included a customer feedback form on the back of this booklet. You can also access this at any reception/customer services point or from the College website. You can return this form directly to the Head of Customer Services at any campus address.

If your comment is positive, we will ensure that the member of staff is made aware of the comment received. If the comment is not positive, you will receive an acknowledgement letter within 3 working days. To help us track your comment and our response we have established a feedback register. This will help us to keep you informed of what is happening.



# CUSTOMER FEEDBACK FORM



This form can be returned directly to the:

Head of Customer Services

Market Street, Downpatrick BT30 6ND

or can be placed in any of the comment boxes located at the reception/  
customer services point

**1. Name:**

**2. Address for Correspondence:**

**Telephone Number:**

**Email:**

**Student ID:**

**Course attending:**

**3. Details of Feedback:** Please ensure that all relevant details are provided, including (if relevant) the date, time and place of the event. You may attach additional sheets if necessary.

**4. Please summarise any action taken to resolve your issue:**

I understand that a copy of this form may be provided to a member of staff if they are the subject of the issue.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Received by

**Office Use Only**

Date

Logged By