How do I make a complaint about a Stanmore College service?

If you have a concern or suggestion about a particular service, you should speak to a member of staff or the manager of the appropriate department.
If there has been a problem we will try and sort it out straight away.

If this approach does not resolve your complaint then you need to make a formal complaint in writing.

How do I make a formal complaint?

Step One
We want to know when our services have gone wrong. We want to put things right and learn from our mistakes. To make things easier for you there are several ways to make a formal complaint.

Complete a complaint form: available on-line via www.stanmore.ac.uk under 'Contact Us' or in hard copy from Reception.

Write a letter to: Director of Quality, Teaching and Learning,
Stanmore College, Elm Park, Stanmore, Middlesex, HA7 4BQ.

Send an email to: complaints@stanmore.ac.uk

Step Two
Once we have received your complaint we expect to confirm receipt within five working days.

Each complaint will be fully and fairly investigated, if this takes longer than 21 working days you will be informed of the progress that has been made so far.

Step Three
If you are not satisfied with the outcome of the investigation, you can make a written appeal to the Senior Management team, Stanmore College.

Step Four
If you are not happy with this response then you will be informed of the options that are available to you, external to Stanmore College.

In dealing with your complaint we will:

- Ensure that you are not treated adversely for having made a complaint.
- Respect confidentiality when requested and only involve those staff directly involved with the complaint.
- Log complaints and hold paperwork relevant to a complaint securely at a central location.

Stanmore College

Compliments and Complaints



020 8420 7700

Elm Park, Stanmore, Middlesex HA7 4BQ

Compliment and Complaint Form

Stanmore College

Surname

Forename(s)

Address 1

Address 2

Address 3

Postcode Date of Birth D D M M Y Y

Telephone number

Email

Date (if appropriate) D D M M Y Y

Are you: a part-time student? ☐ a Sixth Form student? ☐

Other? ☐ ....

Course name / code: ....

....

Please provide more information on your compliment or complaint

....

Have you spoken to a member of staff in relation to this? ☐ Yes ☐ No

If so, who did you speak to?

Name: ....