

ETC Complaints Procedure

When things don't quite go to plan.

We endeavour to ensure your study with us is as enjoyable and comfortable as possible. However, sometimes things may not go to plan. We have set out a complaints procedure so we can deal with any issues that may occur quickly and efficiently so you can get back to enjoying your time here.

Step 1. Reporting

Details are taken by the Receptionist and forwarded to the most appropriate person (generally the Accommodation and Welfare Officer or the Head of FE/HE Programmes).



Step 2. Investigating / processing

The person to whom the complaint has been referred investigates the matter and responds to the client as soon as possible – ideally within 2 working days. If the matter involves child protection, protection of vulnerable adults, bullying, harassment or an actual or potential breach of the law, the Designated Safeguarding Lead and Prevent Lead must also be notified. (Please ask at Reception).



Step 3. Action / resolution

ETC aims to resolve all complaints within ten working days.



Step 4. Appeal

Clients may wish to appeal against the outcome of the process at step 3. If the client has spoken to the Accommodation and Welfare Officer, the Head of FE/HE Programmes or another member of the ETC team, but is still not satisfied, the client may speak to the Principal.

An appointment to meet the Principal should be made via Reception.



Step 5. External: other actions clients may wish to take

If we fail to resolve a client's complaint, students can contact the awarding organisation of their qualification. The organisation will provide the student with detailed information on its role when investigating complaints about accredited colleges.

Please contact the appropriate organisation for your course:



Pearson (BTEC)

<https://support.pearson.com/uk/s/qualification-contactus>



OTHM

info@othm.org.uk