
Compliments, Complaints & Feedback Policy & Procedure

Policy statement

Quality of service is an important measure of the effectiveness of public bodies. We at the City of Bristol College understand that feedback is a valuable tool and should be treated sensitively and respectfully. We believe that learning from feedback is a powerful way of helping us to safeguard, improve and increase trust and open communication



**Stage 2
Formal Written
Complaint**

Where your complaint has not been resolved to your satisfaction at the informal stage, or your complaint is considered of a serious nature, you can make a formal complaint which must be made in writing via our Complaint form which can be collected from Learner Services staff at any College site or completing the online form



Our policy covers feedback about:



Appendix A