Barking & Dagenham College Complaints Procedure

2025-26

Barking & Dagenham College

A Truly Great College - Passionate About Success

Unhappy with the College?

We would like you to tell us if you are unhappy about something to do with Barking and Dagenham College, so that we can try to put things right. Please do not wait too long to tell us what is wrong. It can be difficult to deal with things that happened more than six weeks ago.

To help us to be fair to everyone, we have a Compliments and Complaints Policy. It can be found on the college website or you can get a copy from the College Reception. If you are over 18 years of age you should make the complaint yourself, although a parent, carer or friend may help you. Complaints should be raised within twelve months of the original issue(s)so that evidence is available for the investigation.

If you send a formal complaint, you will receive an acknowledgement letter or e-mail within 5 working days from the day we get your complaint which will be logged on our system. Sometimes we may need to speak to you on the phone or ask you to come in for a meeting about your complaint. If you are 16 to 18 and we ask you to come to a meeting you may bring a parent, carer or friend with you. We will update you on progress every 15 working days until the complaint has been dealt with.

Step 1 – Informal Procedure

If you are learning at the college and are unhappy about something to do with your course, first you can speak to someone about it. This list may help you to decide who you could speak to:

- Your Support and Achievement Mentor (SAM)
- Your Tutor
- Your Curriculum Manager / Head of Department

Step 2 – Formal Procedure

If you are still unhappy and the issue remains unresolved, you may want to make a formal complaint. To do this you can either:

1. Fill in the electronic form on our website (select the 'Contact Us' link, 'Compliments and Complaints'), or
2. Ask the Receptionist for a paper complaint form. When you have filled in the form you should hand it back to the Receptionist. The Receptionist will pass your complaint to the Quality Team.

If you are unable to fill in a form, you can contact the Quality Team by phone on 0203 667 0168 or by email at feedback@bdc.ac.uk.

A group of people can also make a complaint if everyone feels unhappy about the same thing. Please see the Compliments and Complaints Policy which will tell you how a group can complaint.

Step 3 – Appeal Procedure

If you are still unhappy, you may appeal to the Principal. To do this you should tell the Quality Team by letter or e-mail that you want to appeal, within 15 working days from the date of our resolution letter.

If adult learners are unsatisfied with the outcome after following the college's procedure, they can escalate their complaint to the GLA by contacting Skillscomplaints@london.gov.uk

Step 4 – Further advice

If the internal process has been exhausted and you wish to pursue the complaint externally, the Quality Team will advise your options to further appeal, for example:

- For funding related and other issues, https://www.gov.uk/complain-further-education-apprenticeship
- HE students may contact the Office of the Independent Adjudicator (OIA) – _more details are available in the Compliments and Complaints Policy. www.oiahe.org.uk