

	Student Complaints Procedure	Reviewed	
	Adopted September 2019	Revised	
		Next review	September 2022

Student Complaints Procedure

We hope that your time at Kingston Education Centre (KEC) is a positive and valuable experience; however, we recognise that from time to time things can go wrong, and we welcome the opportunity to both resolve issues and to learn from them in order to improve our service.

How to complain

If you are unhappy about any aspect of your placement, please speak to the duty supervisor in the first instance. This is usually the quickest way to resolve the problem. The duty supervisor will be available on site each day.

If you wish to make a formal complaint, you should do so in writing and send your complaint to Penny Williams at: kingstonccg.kec@nhs.net. You should make your complaint to us as soon as possible, as this gives the best chance of us being able to investigate what happened. When making a formal complaint, it would be helpful if you include the following information:

- What happened and when.
- Confirm whether you have already spoken to any KEC staff about the problem, and if so, who you spoke to and what the outcome was.
- Explain what you would like to happen in order to resolve your complaint.

We will send you an acknowledgement of your complaint within 2 working days.

We will then investigate your complaint and send you our response within 4 weeks. If our investigation cannot be concluded within 4 weeks (for example, if key members of staff are away), we will contact you to let you know that there is a delay.

If you remain unhappy having received our response to your complaint, you can ask one of Kingston GP Chambers' Directors to review the complaint by emailing kingstonccg.kec@nhs.net. When requesting a review, you should explain why the response you have received has failed to resolve that matter, and outline what you would like the Director to do in order to resolve the complaint.

We will send you an acknowledgement to your request for a review within 2 working days.

The Director will then investigate your complaint and send you our response within 4 weeks. If their investigation cannot be concluded within 4 weeks, we will contact you to let you know that there is a delay.

Accessing the complaints process

If you require help in making a complaint, please let us know what you would like us to do enable you to access the process.