

COLLEGE COMPLAINTS PROCEDURE

The College strives to deliver an outstanding service to all students, staff, parents/carers and other stakeholders in all aspects of our work. We aim to listen carefully to the views of our students and others and to be a College which is self-critical and willing to learn and improve. We recognise, however, that from time to time an individual may feel that the College has fallen short of these high standards of education and service. When concerns or issues arise we will treat them seriously, respond promptly and investigate fully so as to resolve the matter in a timely and appropriate way. This procedure is designed to ensure a consistent and open approach to the handling and resolution of complaints.

Informal Complaints

Most problems at College can be resolved without recourse to the Formal Complaints Procedure, and the first stage with any problem should be to discuss concerns you have with the relevant member of staff or another appropriate member of staff, for example Course Leader or Section Lead. Regardless of the nature of the complaint it would be expected that the relevant line manager (Head of Department or Section) would be involved at this stage and that every attempt would be made to resolve the matter to everyone's satisfaction and within ten working days. If the issue cannot be resolved by this method then the complainant may wish to pursue the formal complaints procedure. In normal circumstances a complaint should be made within 3 months of the concern arising.

Formal Complaints

If the issue causing concern is unable to be resolved through informal discussion, a formal complaint can be made.

- Formal complaints can be made either by letter or by using the complaints form, which can be obtained from Reception or can be downloaded from the College website. These should be sent or handed to the Principal's PA.
Where a formal complaint relates to the Principal the complaints form should be sent or handed to the Clerk to the Corporation.
- All formal complaints will be acknowledged within ten working days, together with an outline of how the complaint is to be handled.
- While the complaint is being investigated relevant parties will be kept informed of progress and the outcome communicated by letter as soon as is practicable.
- This information will also be provided to any individuals who have been the subject of the complaint.
- If you are unhappy with the response to your complaint you may appeal in writing to the Principal. The case will then be reviewed by senior staff not involved in the initial investigation and a response made in writing, wherever possible within ten working days. If the initial investigation has been undertaken by the Principal the request for an appeal should be made in writing to the Chair of the Corporation. The case will then be reviewed by the Chair and a response made in writing, wherever possible within ten working days.
- The outcome of the appeal will be final.
- Records are kept of all formal complaints submitted.

If you remain unsatisfied with the College's handling of a formal complaint, you may refer your concerns to the Education Funding Agency. Details of the EFA complaints process are available online at www.gov.uk/government/publications/complaints-about-post-16-efa-funded-institutions

Complaints Form

| | |
|--------------------------|-------------|
| Name | |
| Contact Details | |
| Complaint details | |
| Signature | Date |

Post or hand your completed form to the Principal's PA