

The Complaint Procedure

Introduction

The College always appreciates any suggestion(s), comment(s) and complaints in order to keep its environment fit for the learners. Therefore, anyone can make a complaint verbally, in writing, by telephone or email. If the complaint is made verbally, the details will be written down onto the College Complaints Form on your behalf. It can also be made straight onto the form if complainant prefers. If someone needs help in making your complaint, s/he can ask the receptionist or her/his personal tutor and will get someone to help.

The Complaint Procedure

The complaints procedure can be used by any student, parent, members of staff, visitor or member of the community who is unhappy with any College service. Most complaints can be resolved at the first “informal” stage of the procedure. If your complaint cannot be resolved at the informal stage, there are up to three further “formal” stages.

Stage One

This is **STAGE ONE** of the procedure. Many issues or problems can be resolved informally within teaching or corporate services areas through approaches to the member of staff involved, e.g. Student Welfare Officer. A complainant should first approach the member of staff who seems best able to deal with the matter immediately. You can either speak to them or put your complaint in writing. If you are not sure who to complain to, ask someone at Reception.

The person you spoke to will try and resolve the matters informally by investigating the complaint, and then contact you again, usually within five working days possibly with solution(s).

STAGE TWO

If the complainant is not satisfied with the outcome of the Stage One, s/he can take the complaint to **STAGE TWO**, the first ‘formal’ stage of the complaints procedure by filling in the complaint form kept in the reception and submitting it to the Student Welfare Officer.

The form will ask the complainant to provide his/her:

- name and address

- the date on which you are making the complaint
- a daytime telephone number
- details of the complaint

In addition, student(s) will provide:

- personal ID number
- date of birth
- the name(s) of their course

On receipt of a formal complaint, the Welfare Officer will take it up with the Director of Admin, who will provide a response or solution to the Welfare Officer addressing the issue raised within 10 days as well as send a written response to complainant.

STAGE THREE

The complainant has the right to appeal against the formal Stage Two Decision in writing, within 15 working days of receiving the original response letter to the Principal, which is **STAGE THREE** of the procedure. Upon receipt of an appeal the Principal shall acknowledge the appeal within 2 working days. A formal response will be made within 15 working days that could in exceptional circumstances include a requirement for further investigation.

STAGE FOUR

If the complaint is not resolved at this stage, the Principal will provide the complainant with information on any further steps which may be taken in an attempt to gain satisfaction, which is **STAGE FOUR** of the procedure. The Principal will discuss the complaint with Director(s) of the college and try to find out its best possible solution. Where appropriate, a complaint may be referred to an appropriate external body such as the UKCISA (www.ukcisa.org.uk) or so on.