

PROCEDURE TITLE: Complaints

STATUS: Non Statutory

DATE of REVIEW: May 2018



Introduction

Every effort is made to ensure that no parent, outside agency or anyone using the college facilities is dissatisfied with the service they have received from anyone connected with the college. Occasionally a complaint may be made against some aspect of service that has been received, whether justified or not, which requires a response and, in some cases, needs to be redressed.

The following suggests the course of action that the complainant may pursue and indicates the action that will be taken by the college.

Procedure

If you have cause to complain:

- share your concern with the appropriate person as soon as possible. This may help to achieve a quick and effective resolution to the problem;
- if a verbal approach does not achieve a resolution to your satisfaction, a written account of your concern should be made to Principal;
- If you are not satisfied with the response you receive you may make a formal complaint to the Chair of Governors.

When the college receives a written complaint it will be dealt with as follows:

- the complaint will be recorded and logged in the Stakeholder Communication file;
- you will receive an acknowledgement either by telephone, email or letter within 5 working days;
- when the complaint has been fully investigated a decision will be made either to uphold the complaint, fully or partially, or not to uphold it;
- we will communicate the judgement in writing to the complainant.

If the complaint is upheld, either partially or in full, we will take the following action:

- offer an explanation and issue a formal apology
- confirm that action has been taken to rectify the problem and ensure that it does not happen again

If the complainant is still not satisfied with the outcome an appeal should be made to the Governing Body no later than two working weeks of receiving the letter detailing the outcome of the complaint.

The appeal will be dealt with as follows:

- the complainant will be informed that the appeal will be heard by a committee of 3 members of the governing body within 15 working days of receipt of the complaint;
- the meeting will be arranged at a time which is convenient for the complainant and the college and all relevant documentation will be submitted to all parties at least five working days before the meeting of the panel;
- At the conclusion of the appeal hearing the panel will consider the issues and write to both parties with their decision within 5 working days.

Please note: Complaints in relation to exclusions, admissions, Special Educational Needs, the Curriculum, and RS and Collective Worship are not covered by this procedure. Details about the complaints procedure in relation to these areas can be provided on request.