

## COMPLAINTS PROCEDURE

### WHAT IS A COMPLAINT?

If you are dissatisfied with the way you have been treated then talk to our staff. If you are still not satisfied, you are encouraged to let us know through our complaints system.

### PURPOSE OF POLICY/ DOCUMENT

To document the College's approach to managing and responding to internal and external complaints

### APPLICATION OF POLICY (RANGE AND SCOPE)

This procedure applies to all users of the college (including staff).

### INTERPRETATION

Sets out the procedure for dealing with grievance issues.

### EQUALITY, DIVERSITY AND DISABILITY (DISABILITY, EQUALITY, DUTY IMPACT ASSESSMENT

**NB. When completing the impact analysis, don't forget 'multiple' characteristic groups e.g. ethnic minority women, disabled gay men.**

Assess the impact as **HIGH (H)**, **MEDIUM (M)**, **LOW (L)**, or **NONE (N)**.

Issue	Age	Disability	Gender	Race	Religion or Belief	Sexual orientation
Level of impact	L	L	L	L	L	L

<b>POLICY REFERENCE CODE</b>	
<b>CATEGORY</b>	
<b>AUTHOR / ORIGINATOR</b>	
<b>ISSUE DATE</b>	
<b>REVIEW DATE</b>	
<b>POSTHOLDER RESPONSIBLE FOR REVIEW</b>	
<b>RATIFIED /AUTHORISED BY</b>	

### What if you want your complaint kept confidential?

Your wishes in this regard will be respected and only those directly involved would normally be aware of the details of your complaint. You will not be treated adversely because you have complained - on the contrary. Your complaint will be dealt with positively and with respect.

### Will any record of the complaint be kept or given to anyone else?

The details of your complaints will only be known to those directly involved but all complaints are logged and the information is provided to relevant key managers in order to improve our performance on a continuing basis.

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### STAFF AND STUDENT COMPLAINT PROCEDURE

#### STAGE 1

We encourage you in the first instance to seek a solution with the teaching or support team with which you have a problem. This is often the quickest and most efficient way to resolve any issues you may have. If however, you are still dissatisfied then move to stage 2.

#### STAGE 2

Written copy of complaint sent to the Administrator using the Complaint Tracking Form, available; please attach any correspondence from the complainant. Administrator sends a letter of acknowledgement within **3 working days** of receipt of complaint (Copy to Principal).

Administrator investigates the complaint and attempt to resolve the issue involving all relevant parties within **10 working days**.

Notes from meetings and outcome of investigation will be recorded. Administrator will send outcome of investigations in writing to complainant within **3 further working days** (Copy Principal).

#### STAGE 3

If unresolved, complainant may appeal against decision within **10 working days** to the Administrator to arrange for the Principal to review complaint and make independent investigations. The Principal will report back to Administrator within **5 working days**.

Administrator will respond in writing to complainant with outcome of appeal within **10 working days**.

#### STAGE 4

If the complainant is unhappy with outcome of appeal a formal referral may be submitted to the BOG (Directors) within **5 working days** for the Principal to arrange a hearing and final decision.

**Final decision** outcome will be communicated in writing to the complainant within **3 working days** of the appeal hearing. The Principal will inform complainant of further avenues of appeal if dissatisfied with the outcome of the College process.