



COMPLAINTS PROCEDURE

Step One

A formal complaint against the College, any member of staff or any member of the student body should be made to the Director of Studies or their nominee. If a complaint is lodged against the Director of Studies it should be made to the Principal; and if against the Principal, to the Chair of Governors. Formal complaints must be made in writing.

Step Two

The complaint will be logged and receipt of the complaint will be acknowledged in writing by the next working day.

Step Three

A written response to the complaint will be made within a month.

Step Four

If the complainant believes the issues raised within their complaint have not been adequately addressed by the response to the matter and wishes to pursue the complaint further, the complainant must indicate in writing that they wish the complaint to be reviewed. The Principal will review the case along with two governors. Where the Principal has previously been involved, or is the subject of the complaint, the complaint will be reviewed by a panel of three governors chaired by the Vice Chair of Governors.

Step Five

The reviewers will respond in writing within two weeks of their meeting at which the complaint was reviewed.

Document control box			
Title	Complaints Procedure		
Date approved	January 2016	Implementation date	January 2016
Next review date			
Version	2	Supersedes version	1
Approving body	Governors		
Quality Code consulted			
Member of staff responsible	Principal		

FORMAL COMPLAINT FORM

Name:	
Address	
Postcode:	
E-mail:	
Telephone Number – Daytime	
Telephone Number – Evening	

What is your complaint about?

Have you raised the matter with the subject of the complaint?	Yes	No
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When did you do this?	Date:
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What happened when you raised the matter with the subject of the complaint?

What would you like us to do to put things right?

Name: (please print)	
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Signed:	
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Date:	
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