

Purpose of the Procedure

The college has many methods for students to voice their thoughts and feelings, examples include: the student voice, student perception surveys, and focus groups. We encourage all students to speak to a member of staff if they are unhappy with any aspect of their study programme **before** using this procedure. If the issue has not been resolved informally, then the complaint can be made formal using the below procedure.

Complaints and Appeals Procedure

STAGE 1

Approach your Personal Achievement Tutor and/or the Head of Department and inform them of your intention to raise a formal complaint. They will attempt to resolve the issue. If the issue is still not resolved to your satisfaction then you may proceed to stage 2.

STAGE 2

You should now voice your concern through one of the following:

- ❖ The Curriculum Lead for the academic area involved, or your Pastoral Director
- ❖ The Student Council – a member of the Council has particular responsibility for assisting and providing advice to students who wish to complain

If you remain dissatisfied after they have had time to resolve the issues, you may move to stage 3.

STAGE 3

The issue should now be brought to the attention of the College Management Team

- The complaint must be submitted in writing by completing the **complaints and appeals form** (see below) citing grounds for complaint
- Completed forms should be returned to the Executive Coordinator (D104)
- Forms received will be logged by the centre and acknowledged within 5 calendar days

How the formal complaint will be investigated

- The Principal will appoint a member of the college management team, or other senior member of staff, (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion
- The findings and conclusion will be provided within 10 working days.

STAGE 4

Following the outcome, if you remain dissatisfied and believe there are clear grounds then an appeal may be submitted. Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted on your progress.

- Any appeal must be submitted in writing by completing the **complaints and appeals form (see below)** citing your grounds for appeal
- Completed forms should be returned to Clerk for the Governors (D111)
- Forms received will be logged by the centre and acknowledged within 5 calendar days
- The appeal will be referred to the Chair of Governors (or a special Committee of the Governing body) for consideration
- The Chair of Governors (or Committee) will inform the appellant of the final conclusion in due course.

Please note that the College operates a protocol for dealing with complaints made against staff by their parent/guardian which will be followed during any complaint or appeal.

