



STUDENT COMPLAINTS PROCEDURE

AREA: | **Students**

TOPIC: | **Formal Complaints Procedure**

This procedure shall apply to all students regardless of their disability, gender, ethnicity, sexual orientation, age and religious belief. We will challenge inequality, prejudice and discrimination. Occasionally things go wrong and it is important that you tell us about it at once so that we can try and put it right. The procedure aims to help to resolve individual complaints in a manner which is as fair as possible. It is the College's policy to find a solution to individual complaints as early in the procedure as possible.

Stage 1

If you have a complaint to make about our service, you should in the first instance, approach your course tutor or a member of the teaching team and see if it can be resolved.

Stage 2

If this is not appropriate or if you remain dissatisfied, you may discuss your complaint with the Curriculum Team Leader or Assistant Principal. In such cases you should put the nature of your complaint in writing.

We promise that your complaint will be investigated, normally within ten working days, and that you will receive a full written response. If we should find that your complaint is well founded, we will explain the action which we are taking. If we should find that your complaint is not justified we will give you the reasons.

Stage 3

If after Stage 2 you remain dissatisfied then you should put the reasons for your dissatisfaction in writing to the Deputy Principal.

If you make a written complaint to the Deputy Principal you will receive acknowledgement, normally within three working days.

Following acknowledgement of the complaint we promise that your complaint will be investigated, normally within ten working days, and that you will receive a written response. If we should find that your complaint is well founded, we will explain the action which we are taking. If we should find that your complaint is not justified we will give you the reasons.

Stage 4

If you are still not satisfied by the reasons given by the Deputy Principal, you should write to the Principal, who will acknowledge receipt of your complaint normally within three working days, followed by a written response, normally within ten working days.

Stage 5

If you are still not satisfied, you should contact the Chairman of Governors by writing to the Clerk to the Governors, at the College, who will provide a written response to your complaint normally within ten working days.