

LEARNERS COMPLAINT POLICY

Prepared by:	Head of Learner Services		
Policy Approved by:	Strategic Management Team	7/5/03	Minute 768
	Executive	August 2006	
	Strategic Management Team	21/05/07	Minute 1224
		24/02/2010	Minute 1794
	Academic Board	06/5/03	Minute 226
	Curriculum & Quality Panel	30/04/2010	Minute 422
	Operational Management Team	09/5/03	Minute 23
	Curriculum and Quality Committee	19/5/03	Minute 70
		14/11/07	Minute 193
		24/05/2010	Minute 247 iii
Last Reviewed	November 2002, May 2007 March 2010		
Review Date:	May 2013		

Preamble to the Policy

Equal Opportunities

The College shall comply with all statutory duties in respect of equal opportunities in the areas of sex, race, age, disability, sexual orientation, transgender religion, belief and the rehabilitation of offenders. The college shall also comply with the Human Rights Act 1998 and any subsequent enactments or modifications.

Complaints Policy

1. Policy Statement

- 1.1 The College recognises the value of listening to those who it serves. This policy encourages learners, potential learners and other customers of the College to make their views known to the staff of the College. The College will properly consider and investigate every complaint made and make the result of any investigation known to the complainant. Informal complaints arising day by day should be dealt with directly by the members of staff involved.

2. Key Features

- 2.1 The key features of the complaints procedure are accessibility to the system of complaining, speed in reply to a complaint, flexibility to reflect different circumstances, non-bureaucratic style, impartiality and confidentiality.

3. Publicity

- 3.1 The means of complaining is advertised by leaflets in reception areas, learner handbook, induction talks and electronically.

4. Complaints Procedure

- 4.1 The Principal's Office logs complaints to ensure they are being dealt with in line with the Learners Complaints Policy and Our Commitments to Learners Policy time limits.
- 4.2 Formal complaints must be in writing.
- 4.3 Formal complaints must be received and logged by The Principal/Chief Executive's Secretary.
- 4.4 The Principals Office, under the guidance of the Learner Services Manager, passes the complaint to a senior person who is responsible for the matter in question.
- 4.5 They should resolve the complaint and let The Principal/Chief Executive's Secretary know when and how it is resolved, for the record. Copies of the papers surrounding the complaint will be filed with The Principal's Office.

- 4.6 The Executive Director (Curriculum & Quality) or Learner Services Manager should be contacted if a complaint causes concern.
- 4.7 The Principal's Office is to monitor progress on complaints to ensure that they are dealt with in line with the Charter deadlines and this procedure. The role is not to answer complaints unless they directly related to the work of the unit.
- 4.8 Complaints will receive a reply within 10 days of arrival in College.
- 4.9 Prior to replying the investigating manager should seek the Principal's approval on the wording of the reply.
- 4.10 The Learner Services Manager aided by The Principal's Office will produce management information on complaints for managers and governors.
- 4.11 Staff may wish to retrospectively log details of a complaint with The Principal's Office to ensure that details are logged.
- 4.12 The complainant may appeal to the Principal if they are not satisfied with the reply to their complaint.
- 4.13 If the complainant is still dissatisfied with the reply to their complaint they may complain to the Governing Body via the Clerk to the Corporation. The Clerk will then convene a group of governors to hear the complaint.
- 4.14 Persons wishing to complain to the Department for Children, Education, Lifelong Learning and Skills (DCELLS) will be given the address and made aware of its role.
- 4.15 This system is to handle customer complaints and not for staff who have other systems open to them such as grievance procedures or 'whistleblowing' procedure.

5. Monitoring and evaluation

- 5.1 This policy will be monitored and evaluated as follows:
 - 5.1.2 Senior managers receive a weekly summary of complaints
 - 5.1.3 The Corporation, Strategic Management Team and Curriculum & Quality Panel receive an annual report on complaints.
 - 5.1.4 The Learner Services Manager annually reviews how the complaints system is operating and fundamentally reviews this procedure in a four-year cycle.