

Christ The King Sixth Form College

Complaints Procedure

- 1 If a student, parent or any other user of College facilities, or anyone else with an interest in the College is dissatisfied

- ✚ With the standard of a service provided by the College.

- ✚ By a lack of provision of a service.

- ✚ By the actions or lack of action of an employee or student at the College.

They are entitled both to express that dissatisfaction through a formal complaint to the College and to expect that complaint to be considered fairly.

- 2 In many cases initial causes of concern or minor will be expressed and be resolved by students and/or parents:

- ✚ Speaking directly to the staff concerned or the Head of Department.

- ✚ Consulting with the College Chaplains.

- ✚ Raising issues and concerns through the Student Council.

These cases will not be regarded as formal complaints, although it is recognised that they may lead to such action if they remain unresolved. The PA to the Principal will keep a log of both minor and formal complaints.

- 3 Formal complaints should be made in a letter to the Principal, or in a meeting with the Principal. If the complaint is against the Principal a letter should be sent to the Chair of Governors. Where there is a formal written or oral complaint this must be recognised acknowledged and recorded by the PA to the Principal. All complaints will be acknowledged within three working days of receipt by the Principal.
- 4 Notes must be taken in any conversations with complainants and checked that they are an accurate record of the discussion. If the complaint is deemed to be of a serious nature the complainant should be asked to sign the document or put their complaint in a written form.
- 5 Every complaint will be acknowledged and investigated promptly by the relevant Senior Manager or another Senior Manager in his/her absence.
 - ✚ Where the nature of the complaint involves teaching and learning this will be the Vice-Principal.

- ✚ Where the nature of the complaint involves the pastoral provision, this will be the Assistant Principal (Pastoral).
- ✚ Where the nature of the complaint involves school liaison or 14-19 issues, this will be the Associate Principal.
- ✚ Where the nature of the complaint involves quality issues or the student voice this will be the Assistant Principal (Quality).
- ✚ In the case of complaints about estates or finance, it will be the Director of Finance and Estates.
- ✚ In the case of complaints about administrative and other support functions, it will be the Head of Student Services.
- ✚ In the case of complaints about management information or computer services, it will be the Head of MIS.
- ✚ Complaints against the Vice Principal, the Associate Principal, the Assistant Principal (Pastoral) the Assistant Principal (Quality) the Director of Finance and Estates, the Head of Student Services, the Head of Management Information, or the Personnel Manager will be referred to the Principal.
- ✚ Complaints made specifically about the Principal or some aspect of governance of the College will be investigated by a Governor nominated by the Chair of Governors.

6 The College undertakes to:

- ✚ Consider all complaints fairly, thoroughly and quickly.
- ✚ Deal with complaints in confidence as far as this is practicably possible.
- ✚ Respect an expressed wish for anonymity by a complainant as far as this is possible and not to disclose an identity without the prior agreement of the complainant.
- ✚ Ensure that there is no future discrimination against a complainant.

7 **Right of Appeal**

- ✚ The complainant should receive written notification of the outcome of the investigation and information about the right to appeal, within ten working days of acknowledgement. Should it prove necessary to go beyond that time, the complainant must be informed in writing of the reason and given a revised deadline.

- ✚ Complainants have the right of appeal to the Principal if they remain dissatisfied (or to the Governing Body via the Clerk to the Governors if the complaint is either against the Principal or was investigated by the Principal).
- 8 The numbers and causes of both minor and formal complaints will be reviewed by the Principal annually, the Senior Management Team and the Governors.

9 **Complaints to the Learning and Skills Council**

The Learning and Skills Council publishes its own procedure for dealing with complaints about providers funded by the LSC. The procedure is available on the LSC Website: www.lsc.gov.uk. The LSC must investigate all allegations of irregularity. It may also investigate complaints about:

- ✚ The quality or management of learning provision.
- ✚ Undue delay of non-compliance with published procedures.
- ✚ Poor administration by the provider.
- ✚ Equality and diversity issues.
- ✚ Health and Safety issues.

Except in cases of irregularity, complaints will not be considered by the LSC until the College's own complaints procedures have been exhausted. Complaints to the LSC must be made within three months after the decision or action was taken.

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