

## COMPLAINTS PROCEDURE

### 1. Scope and Purpose

- 1.1 This complaints procedure is available to all students and other clients of Callywith College who are dissatisfied in their dealings with the College.
- 1.2 The purpose of the procedure is to enable such complaints to be dealt with promptly, thoroughly and fairly.

### 2. Informal Approach

It should be possible to resolve most complaints informally. The complainant should first approach the member of the College staff with whom they have been dealing. In most instances, that person may be able to deal with the situation there and then.

### 3. Formal Approach

If the complainant is not satisfied with the informal procedure, then the College Management should be contacted. The contact may be by telephone, letter or in person. The following procedure will then be followed:

- 3.1 The complaint will be recorded and the complainant may be asked to submit written details of the complaint.
- 3.2 The complaint will be acknowledged within one week of receipt.
- 3.3 The complaint will be investigated by the Management of the College.
- 3.4 The College will respond to every complaint in writing or in person at a meeting, if the complainant is happy with the latter approach and believes that it is appropriate. This response will be made within three weeks of the acknowledgement of the complaint.
- 3.5 In investigating and responding to a complaint the College will seek to ensure that the matter is dealt with promptly and fairly. The response will indicate any proposed action that arises from the complaint.

## **4. Appeal**

- 4.1 If the complainant remains dissatisfied after four weeks of the receipt by the Manager of a written complaint, the complainant may appeal to the Chair of the College Trust to investigate the matter further.
- 4.2 The Chairman will conduct his or her own investigation and respond in writing within ten working days.
- 4.3 There will then follow an appeal hearing comprising an appeal panel appointed by the Chairman containing a minimum of 2 SMT members and Trustees who were not directly involved in the matters detailed in the complaint and 1 independent panel member who is unconnected to the management or running of the school. The complainant may be accompanied at the panel hearing if they wish. All parties will be notified of the timing of the Appeal hearing at least 5 working days before the hearing itself.
- 4.4 Following the appeal hearing, the panel will report their findings and recommendations. A copy of the findings and recommendations will be provided to the complainant, the person being complained about (where appropriate) and a copy made available to the Principal and Chairman of Trustees.

## **5. Complaints Record**

- 5.1 The Principal will ensure that the Senior Secretary maintains a record of all formal complaints and appeals. The record will state details of the complaint, the complainant, the Investigating Officer, Appeal Panel Members, outcomes, recommendations and actions taken by the college as a result of the complaint.
- 5.2 All correspondence, statements and records relating to an individual complaint will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

## **6. Time Periods**

The time periods as set out in this procedure are for guidance and may be subject to extension, particularly outside academic terms. Where any such extensions are made, they will be notified to the complainant in writing.