



COMPLAINTS PROCEDURE

AREA: | **Personnel**

TOPIC: | **Formal Complaints Procedure – external**

This procedure applies to complaints received from individuals, a group or organisation external to the college. This policy is for use to investigate and resolve complaints which do not fall into categories already covered by other college complaints procedures, namely :-

- * Staff Grievance Procedure
- * Student Complaints Procedure
- * Complaints Against the Corporation

The procedure aims to help to resolve complaints in a manner which is as fair and consistent. It is the College's policy to find a solution to complaints as early in the procedure as possible.

Stage 1 (informal)

If you have a complaint to make about any aspect of the colleges' service, you should in the first instance, make verbal contact with the manager responsible for your area of concern. Every attempt should be made to resolve the complaint informally before proceeding to Stage 2.

Stage 2

If your complaint has not been resolved as Stage 1 then you should put it in writing to the Principal and Chief Executive. A full explanation of your complaint should be provided at this stage together with your contact details.

Your complaint will be acknowledged by the Principal and Chief Executive's office within 3 working days of receipt.

The Principal will ask the Senior Manager responsible for the area that you have complained about to investigate the matter. The investigation could be conducted in a number of ways including, a discussion with staff involved, a discussion with yourself, the review of procedures and documents.

The Senior Manager will then respond to you, in writing, within 10 working days. You will be informed ,in writing, if the Senior Manager requires a longer period of time in which to investigate the matter.

Stage 3

If you are not satisfied with the response received at Stage 2, and wish to take matters further, you should write to the Principal and Chief Executive again. Your letter should detail your complaint and why you are not satisfied with Stage 2.

The Principal and Chief Executive will then consider your complaint himself and review the investigation undertaken at Stage 2 and will respond, in writing, to you within 10 working days of receiving the letter from you. You will be informed, in writing, if the Principal and Chief Executive requires a longer period of time in which to consider your complaint.

Stage 4

If you are not satisfied with the response received at Stage 3 above, and wish to take matters further, you should write to the Chair of Governors via the Clerk to the Corporation, at the College. Your letter should detail your complaint and why you are not satisfied.

The Chair of Governors will consider your complaint, review the investigation and/or written evidence and will respond, in writing, to you within 10 working days of receiving the letter from you. You will be informed, in writing, if the Chair of Governors requires a longer period of time in which to consider your complaint.

Any decision made by the Chair of Governors is the final Stage in the College's internal complaints procedure.