



Complaints Policy	Policy Ref: SMBP014
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1.	Purpose
	This policy sets out how the College will respond to a complaint in order to attempt to resolve it to the satisfaction of the complainant and prevent a reoccurrence.
2.	Scope
	The Policy applies to all students, parents/carers if students under the age of 18, employers, customers, clients, external organisations or members of the community using the College's services or facilities.
3.	Policy Statement
	It is designed to support the College to handle complaints appropriately and to be clear and fair to all parties involved
4.	Responsibilities
	As defined in section 2 of the policy
5.	Equality and Diversity Impact Measure
	The College has considered the Equality and Diversity implications in relation to the rules and policies set out in this document. It does not consider them to unduly impact upon any protected group. Appropriate measures have been taken so as not to unduly impact on any protected group
6.	Environmental Impact Assessment
	The College has considered environmental implications in relation to the rules and policies set out in this document and there are no environmental impacts.
7.	Data Protection Impact
	The impact of this policy on an individual's data has been considered and necessary actions implemented
8.	Associated Policies, Processes, Procedures or Guidance
	The following are policies, processes, procedure or guidance which should be referred to alongside this policy: Complaints Procedure

Person Responsible for Policy Student Services

Date Policy Written February 2020

Date Approved by SMT February 2020

Date Approved by Governors February 2020

Review Date February 2021

INNOVATIVE

ETHICAL

EXCELLENT

SUSTAINABLE

Version	Date	Status & changes	Author

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1 Purpose and Objectives

In pursuit of its aim of achieving continuous improvement in performance, the College wishes to be informed of any area which is causing dissatisfaction to its customers. It will seek to resolve any complaint and to find ways to eliminate areas of dissatisfaction.

2 Responsibilities

Student Services staff shall ensure that learners are made aware of this policy and the complaints procedure.

The responsibilities for implementing the different stages of the complaints procedure is as follows:

Informal Stage - the lecturer or other member of staff involved at this stage.

Formal Stage 1 and 2 - Student Services Manager

Appeal - Vice Principal Curriculum and Quality

3 Introduction

The intention is to bring matters of concern to the attention of the College, enable investigation to take place and acknowledgement of those concerns to bring about a satisfactory resolution.

Complaints will be handled sensitively and with due consideration to confidentiality.

4 Scope of the Policy

The policy and procedure shall apply to complaints made by any learner, parent of students under the age of 18, employer or member of the community using the College's services or facilities. Anonymous complaints cannot be investigated. If a complaint is specifically about some aspect of governance it should be referred directly to the Chair of Governors. A response to the complaint will be made within five working days of its receipt.

If the complaint is not resolved the complainant may write to the Education and Skills Funding Agency (ESFA) or other relevant external bodies.

Students on a Higher Education course, having followed the College's procedure and feel the complaint has not been resolved to their satisfaction, can contact the College's partner university, where applicable.

5 Policy

The policy is underpinned by the Complaints Procedure.



6 Monitoring and Review

Student Services will oversee the tracking and monitoring of complaints processed through the formal stages and will ensure that records show the nature of the complaint, how it was dealt with and the outcome.

An annual report on complaints will go to the Quality and Standards committee.