

**STUDENT**

**COMPLAINTS AND**

**CONCERNS**

**POLICY AND**

**PROCEDURES**

 **COMPLAINTS AND CONCERNS: POLICY AND PROCEDURES**

**Review:**

August 2024

**Next review due:**

 August 2025

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 **COLLEGE POLICY ON COMPLAINTS**

**Introduction**

The College complaints policy is based on a commitment to ensure the high quality of its provision, and the satisfaction of all students of the College and members of the wider community. Concerns and complaints are welcomed to ensure this commitment is met. The Principal takes a personal interest in the resolution of every formal complaint that may be raised.

The College aims to:

* have a clear, easily accessible complaints procedure which is understood and accepted as a code of practice by all students and parents, and which operates consistently across the organisation
* deal with formal complaints fairly and efficiently, with an acknowledgement and an initial response made within a maximum period of ten working days of receiving the complaint.
* maintain confidentiality wherever reasonable.
* record all formal complaints in a reliable and comprehensive manor.

The College defines

- **concerns** are issues where a person wishes to register unease about a situation without, at least initially, proceeding to make a formal complaint. Concerns will normally be raised with, or passed to the (AP S&P) Assistant Principal, Students and Progression or the (AP TLA) Assistant Principal TLA

- **complaints** are issues which are formally documented, with a written record of the complaint and a written (either hard copy or email) or telephone response to the complainant. All complaints should be reported in the first instance to the PA to the Principalship who will log and forward to the appropriate AP.

**Sources of complaints**

Complaints may be made by any student within the College, public or visitors.

**Dealing with complaints**

Details of how complaints and concerns may be submitted are included in the College Complaints and Concerns Procedure.

The College ensures that, for every complaint,

* the complaint is logged.
* initial responses are made within ten working days;
* under normal circumstances, the complaint is fully investigated and resolved within four working weeks of the receipt of the complaint;
* all correspondence, summarising action taken and response made, together with any other appropriate documentation, is retained . This may be a hard, or electronic, copy. This will be kept for reporting and monitoring purposes.

**Further referral**

Complainants who are not satisfied by the College’s response can ask for the complaint to be referred to the Deputy Principal. Should the issue still be viewed as unresolved, complaints will be referred to the Principal, whose decision shall be final.

**Related policies**

***Equality, Diversity & Inclusion policy***

**COMPLAINTS AND CONCERNS PROCEDURES**

**Introduction**

**Concern or complaint, how do you choose?**

1. Whenever you have a problem, you should first see the member of staff in charge of that area informally and discuss the problem with them.

2. If you are still not happy with the response given, you should see either the Assistant Principal S&P or Assistant Principal for T&L. If it is a concern, you will be asked to produce a written summary of the concern. If it is a complaint, you will be directed to the complaints’ procedure.

**A concern is a minor issue or, unease about a situation e.g. state of toilets, canteen provision, timetable or deadlines for work being submitted.**

These will be passed on to the appropriate staff, who will look at and be available to talk to you about your concern. An outcome of concerns raised will be communicated to you promptly, whenever possible.

3. If you do not feel your concern has been treated appropriately, or the response you received did not satisfy your initial concern, or the situation has got worse, you should register a complaint via the PA to the Principalship.

**A complaint is a significant problem, e.g. perceived unfair treatment by members of staff, problems limiting academic performance, or a problem endangering students’ and staff’s health and safety.**

This is the first step in a formal procedure. A member of the Executive Team (ET) will deal with the complaint and will provide an initial acknowledgement within ten working days. Your complaint should be fully investigated within 4 working weeks. All members of ET take a personal interest in complaints and will, where possible, keep matters confidential.

**Procedures**

1. **Concerns**

a. Those wishing to raise concerns may do so directly to the managers responsible (see b &c) or simply by contacting the appropriate AP, e.g. student concerns to AP S&P, staff concerns AP TLA, who will ensure that the concern is passed to the appropriate manager.

b. In general, students with concerns about their study programme should contact their Head of School.

c. All other areas of concern should be passed to area appropriate manager (HoD/ HoS etc)(see Annex A), completing the concern form if necessary, (see Appendix 2).

d. In every case, the concern will be treated seriously and, wherever possible, to the satisfaction of the person concerned. Where a situation cannot be resolved, the manager involved will suggest the matter is passed to a more senior manager, usually the AP TLA or AP S&P. A person raising a concern may at any time choose to change that ‘concern’ to a ‘complaint’.

e. Once the matter has been resolved, feedback will be given. Any written feedback will be kept on file.

**2. Complaints (other than those against the Corporation or Principal)**

a. On receipt of a complaint, a ‘Complaint Form’ is completed (Appendix 1) and passed to the PA to the Principalship. within 24 hours or the complaint may be logged via email.

b. The Principal or DP will ask the appropriate AP to investigate the complaint (unless the complaint is against either or all APs). If the complaint is about the DP the Principal will investigate the complaint.

c. The appropriate AP will investigate the complaint and report back initial findings and any action taken to SLT and PA to the Principalship within five working days.

d. The complaint will be responded to with initial findings within ten working days. The complaint outcome is to be notified to the PA to the Principalship.

e. If the complaint is not resolved, the DP will conduct a more detailed investigation and report back to the complainant within four working weeks of the original complaint, copying in the PA to the Principalship. Most complaints are resolved by this stage. If necessary, dialogue will continue until resolution.

f. If the complainant is not satisfied with the response from the DP, they may lodge an appeal, in writing, to the Principal. The Principal’s word is final.

An annual report on ‘Complaints’ received is provided to the LGB.

The College has a Whistleblowing Policy for use by employees who suspect serious malpractice, fraud or similar. Copies are published on the College website.

**Annex A**

**Complaints structure**

|  |  |  |
| --- | --- | --- |
| **Complaint subject**  | **‘Middle Manager’ link** | **‘Senior Manager’ link** |
| Curriculum, StudyProgramme, learning, teaching or assessment | Head of Department/ Head of School | Assistant Principal, Students & Progression / Assistant Principal TLA |
| Examinations, assessments | MIS & Exams Manager | Assistant Principal Quality/ Deputy Principal  |
| Health & Safety (H&S) | College H & S Officer, Head of Estates | Head of Quality/ Deputy Principal  |
| Student behaviour | Head of Department/ Head of School | Assistant Principal, Student & Progression / Assistant Principal TLA |
| Building & Estates issues | Head of Estates | Assistant Principal Quality/ Deputy Principal  |
| Conduct of staff, including Safeguarding issue specific  | Line Manager | Deputy Principal,  |

**APPENDIX 1 (Parts A&B)**

**COMPLAINTS FORM**

**Instructions on completing the form:**

1. The complainant to complete Parts A and B. (If complaint is received by post or telephone, it can be logged by email. The name of the person recording the details must be listed with the date and time of the message.
2. The form/email should be forwarded to the SLT’s PA.
3. If appropriate, the Principal will forward the complaint to the relevant manager to investigate the issues raised.
4. The manager will complete Parts C, D and E (see below), or log the actions via email.
5. The form will be filed in the SLT’s PA’s office, or the email will be stored electronically.

**PART A: Complainant’s details**

Name of person making complaint:

Telephone number:

E-mail address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If a current student, name of Progress Coach or Tutor:

Student’s name (if different):

**PART B: Nature of complaint (attach letter and photocopy if necessary)**

**For completion by College:**

Date received: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date forwarded to SLT’s PA: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complaint to be investigated by\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (manager)

Forwarded on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date)

**APPENDIX 1 (Parts C&D)**

**PART C: Initial action taken:**

**Signed: Date:**

**PART D: Further action taken:**

Further information requested on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ from \_\_\_\_\_\_\_\_\_\_\_\_\_

**Signed: Date:**

****

**APPENDIX 1 (Part E)**

**PART E: Complaint Resolution**

Summary of resolution:

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:**

**Other staff involved:**

**Complainant informed by:**

**E-mail** 🞏

**Telephone** 🞏

**Letter** (attach copy) 🞏

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**APPENDIX 2**

**Concern Form (Part A)**

Name: (please print):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Student number:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Learner Performance Tutor or Tutor: (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Area of Concern: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Summary of Concern**: (please give exact details such as dates and times)

Signed: Date:

E-mail address:

Received by\_\_\_\_\_\_\_\_\_\_: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Forwarded to:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



**APPENDIX 2**

**Summary of Action Taken Form (Part B)**

**Feedback to person concerned:**

Date sent: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Summary of action taken: