

Complaints Policy

1. Introduction

Our aim at City College is to provide an outstanding service and we welcome feedback from students, parents, carers, guardians, employers and members of the public about the services we provide as a college.

Most people who come to City College enjoy college life and do not experience any problems. However, we recognise that sometimes things can go wrong and when it does, we would like to know about it, so that we can put it right.

2. Scope of this policy

This policy is for any student, parent, carer or guardian of a student, employer or visitor to the College, who are dissatisfied with any aspect of the College's services or facilities and who wish to make a formal complaint.

3. General Principles

- 3.1 We are committed to dealing with any issue in a rapid and effective manner. For this reason we encourage anyone with an issue or concern to raise it directly with the relevant member of staff, for example a course tutor or the Learning Manager of a curriculum area about their concerns.
- 3.2 If the response to an informal complaint is unsatisfactory or you feel that your complaint is too serious to raise informally then you should raise a formal complaint. This should be made in writing and sent to the Principal's office.
- 3.3 Information on how to make a formal complaint will be made easily available, for example at Reception and on the College's website.
- 3.4 Where necessary City College will support an individual to make a complaint, for example by providing a writer.
- 3.5 The Principal will ask an appropriate senior manager to investigate a formal complaint and to respond to the person who has made the complaint. This manager

will decide whether any other College policy needs to be invoked eg Safeguarding or HR policies.

- 3.6 If the complainant is unhappy with the College's response they may appeal to the Principal.
- 3.7 Higher Education students have the ultimate right of appeal to the body that awards the higher education qualification.
- 3.8 The College Board monitors complaints through an annual report. The Board may become directly involved if a complaint is made against the Principal or members of the Governing Body.

4. Status of this Policy

- 4.1 This policy was approved by the Senior Management Team in December 2016.
- 4.2 The operation of this policy will be kept under review by the Assistant Principal for Student Experience.

Date approved: December 2016
Approved by: Senior Management Team
Date of next review: December 2018