

## Complaints Policy

### 1. Introduction

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

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, apprentice, parent, carer or guardian of a student, employer or visitor to the College, who is 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, an assessor or the Learning Manager of a curriculum area.
- 3.2 When a complaint is made, whether it is informal or formal, the details and notes on it will be kept confidentially and in compliance with the College's Privacy Notice: <https://www.southampton-city.ac.uk/privacy-policy/>.
- 3.3 If the response to an informal complaint is unsatisfactory or you feel that your complaint is too serious to be resolved informally then you should raise a formal complaint. This should be made in writing and sent to the Principal's office. [pas@southampton-city.ac.uk](mailto:pas@southampton-city.ac.uk)

- 3.4 Information on how to make a formal complaint is easily available on the College's website <https://www.southampton-city.ac.uk/contact-us/> and physically at Reception.
- 3.5 Where necessary City College will support an individual to make a complaint, for example by providing a writer.
- 3.6 The Principal will ask an appropriate senior manager to investigate and to respond to the person who has made the complaint. This manager will decide whether any other College policy needs to be invoked e.g. Safeguarding or HR policies. The complainant should receive a response to their complaint within a month of the College acknowledging receipt.
- 3.7 If the complainant is unhappy with the College's response they may appeal in writing to the Principal within 4 working weeks of receipt of the response.
- 3.8 Higher Education students have the ultimate right of appeal to the body that awards their higher education qualification.
- 3.9 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 August 2019.
- 4.2 The operation of this policy will be kept under review by the Performance and Improvement Manager.

Date originally approved:	December 2016
Date last updated:	August 2019
Approved by:	Senior Management Team
Date of next review:	April 2021

