

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 complaint.

3. General Principles and Information

- 3.1 We are committed to dealing with any issue in a rapid and effective manner. For this reason we ask anyone with an issue or concern to raise it directly with the relevant member of staff, for example your course tutor or your assessor. Following this course of action, if necessary, you can then complain to the manager of the 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 The Complaints Policy is available on the College's web site <https://www.southampton-city.ac.uk/contact-us/> and a physical copy can be obtained at College Reception.
- 3.4 Where necessary we will support an individual to make a complaint, for example by providing a writer. If you need this support please ask at Reception and they will be

able to arrange for a member of staff to help you complete the complaints form appended to this policy.

- 3.5 If you are complaining on behalf of someone who is over the age of 18 we will need written agreement from that individual stating we can share information with you. This is in line with Data Protection rules.
- 3.6 Complaints are monitored by the College Board through an annual report.

4. Complaint Steps

- 4.1 If the response to the complaint you raised with the area is unsatisfactory or you feel that your complaint is too serious to be resolved in this way you should complain in writing to the Principal's office. pas@southampton-city.ac.uk
- 4.2 The College will acknowledge receipt of your complaint within 2 working days.
- 4.3 Complaints about the Principal will be handled by the Clerk of the Corporation.
- 4.4 The Principal will ask an appropriate manager to investigate, make a decision and respond to the person who has made the complaint. The complainant should receive a response to their complaint within 10 working days of the College acknowledging receipt.
- 4.5 The College will keep the complainant informed if there will be a delay to the final response.
- 4.6 If the complainant is unhappy with the College's response they may appeal in writing to the Principal within 2 weeks of the date of the response.
- 4.7 The Principal will investigate and respond to the complainant within 28 working days of date the appeal is received by the College. The Principal's decision on the complaint is the final outcome of the College's internal complaints procedure.
- 4.8 Higher Education students can appeal the College's decision with the College first. Once the College has made their final decision the HE student can complain to the Awarding Body, as set out in the programme handbook or the Office of Independent

Adjudicators (OIA) dependant on the nature of their complaint. More information about how to complain to the OIA can be found here <https://www.oiahe.org.uk/students/how-to-complain-to-us/>. The complainant will need to request a completion of procedures letter from the College if they wish to escalate their complaint to the OIA.

5. Status of this Policy

- 5.1 This policy was approved by the Senior Management Team in March 2020.
- 5.2 The operation of this policy will be kept under review by the Performance and Improvement Manager.

Date originally approved:	December 2016
Date last updated:	June 2022
Approved by:	Senior Management Team
Date of next review:	June 2024

