

KING EDWARD VI COLLEGE

NUNEATON

PROCEDURAL STANDARD FOR

COMPLAINTS PROCEDURE

Strategic Ownership:	Principal
Approved by SMT:	
Date Approved by JCC:	
Date Approved by Governors Sub Committee:	November 2010 (SPQ)
Date Approved by Governors Full Board:	N/A
Date Staff Informed:	
Date Impact Assessed:	September 2010
Date Uploaded to Staff Intranet/Website:	September 2010

COMPLAINTS PROCEDURE

INTRODUCTION

- 1 This is the procedure, approved by the Governing Body of the College, for dealing with complaints relating to King Edward VI College, Nuneaton.
- 2 The purpose of this procedure is to detail the mechanisms for dealing with, and resolving complaints.
- 3 The procedure covers complaints made about either the service provided by the College or the performance of duties and exercises of power by the Governing Body.
- 4 The procedures will not cover complaints concerning incidents that occurred more than three months previously, unless there are specific and exceptional reasons why the complaint could not have been taken up on an earlier occasion.
- 5 There are some complaints that will not be handled through these procedures. These mainly relate to staff grievances, student disciplinary matters, exclusion from the College, statements of special educational need and the availability of courses, qualifications and examination results. When taking up any concern with the College, appropriate advice will be given should the matter fall within other procedures and practices.

GENERAL PRINCIPLES

- 6 All complaints will be dealt with as quickly and efficiently as possible. Each stage of the procedure should be completed within 10 working days.
- 7 All complaints will be investigated carefully, fully and confidentially, by an appropriate member of the Senior Management Team or Governor.
- 8 Any individual, who is the subject of a complaint, has the right to be informed, at an early stage, of any allegations made and have the opportunity to respond to them.
- 9 At all stages, complainants may be assisted by a friend, representative or interpreter, as appropriate.

STAGES IN THE COMPLAINTS PROCEDURE

- 10 This procedure specifies four stages at which a complaint may be considered: -
 - Stage 1 An Informal Complaint
 - Stage 2 Formal Complaint to the Principal
 - Stage 3 Formal Complaint to the Governing Body
 - Stage 4 Formal Complaint to the LSC or Secretary of State.

Stage 1: An Informal Complaint

- 11 There may be times when students, parents or other members of the community will have comments, suggestions or complaints to make. Often, matters can be resolved informally by clarification of College policy on specific matters or through discussion of the details of particular incidents.
- 12 This Stage will usually involve the College Directors or a delegated alternative. The complainant should contact the College by letter, telephone or in person, as soon as possible, to arrange to discuss the matter with the relevant Director or delegated alternative.
- 13 Unless there are exceptional circumstances, all complaints should be discussed at the informal stage initially to seek to resolve them.

Stage 2: Formal Complaint to the Principal

- 14 Where complaints cannot be resolved through Stage 1, the complainant will be made aware of the procedure under Stage 2, which is a formal complaint to the Principal.
- 15 The complaint should now be set out in writing and submitted to the Principal, marked 'Confidential'.
- 16 Receipt of the complaint will be acknowledged, within one working day.
- 17 If the complaint is outside the scope of this procedure, the complainant will be advised about other appropriate steps that may be taken
- 18 If the complaint comes within the scope of the procedure, the Principal will arrange for the complaint to be investigated. It will usually be considered by the Principal or a designated alternative on his behalf.
- 19 The Principal will investigate the complaint within five working days following receipt of the complaint. The complainant will be invited to a meeting, with the Principal, to discuss the complaint in more detail
- 20 When the complaint has been fully investigated and considered, the Principal will inform the complainant in writing of the outcome. This will include an explanation of the conclusion, the reasons for that conclusion and any action taken or proposed

Stage 3: Formal Complaint to the Governing Body

- 21 Where complaints cannot be resolved through Stages 1 or 2, the complainant will be made aware of the option of making a formal complaint to the Governing Body, under Stage 3.
- 22 The complaint should now be set out in writing and submitted to the Chairman of Governors, whose name and address can be obtained from the College Reception. A proforma for the purpose of a Stage 3 complaint is available from the Reception for those who wish to use it.

- 23 Receipt of the complaint will be acknowledged, within two working days, and copies of the correspondence forwarded to the Principal.
- 24 If the complaint is outside the scope of this procedure, the complainant will be advised about appropriate alternative steps that may be taken.
- 25 If the complaint comes within the scope of the procedure, the Chairman of Governors will arrange for the complaint to be investigated. It will usually be considered by the Governing Body or a designated sub group, acting on its behalf.
- 26 The sub group will meet to consider the complaint within five working days following receipt of the complaint. The complainant will be invited to the meeting to discuss the complaint in more detail and every effort will be made to arrange it at a time convenient to him / her.
- 27 When the complaint has been fully investigated and considered, the Chairman of Governors will inform the complainant in writing of the outcome. This will include an explanation of the conclusion, the reasons for that conclusion and any action taken or proposed.

Stage 4: Formal Complaint to the Learning and Skills Council or DFES

- 28 If any complaint is not resolved to the complainant's satisfaction after Stage 3 and he / she believes that the College is behaving unreasonably, a complaint may be made to the Learning and Skills Council or to the Secretary of State at the Department for Education and Skills (DFES). Addresses are available from the College Reception.

NOTES ON THE HANDLING OF COMPLAINTS

- 29 A copy of this Complaints Procedure will be issued to the complainant when the procedure enters the formal stage.
- 30 Any investigation that is required should be initiated promptly and should be such as to ensure that all the necessary and relevant information and advice is available to enable a proper and reasoned decision to be reached.
- 31 Any response to a complaint should also indicate what further recourse is available, if the complainant is not satisfied with the outcome of the investigation.

MONITORING OF COMPLAINTS

- 32 The Governing Body will monitor the number and nature of complaints made under this procedure, through its Strategic Planning and Quality Committee and by Annual Report to the Full Board of Governors.
- 33 Monitoring will also cover the time taken to deal with complaints and their outcomes, and will form part of the College's quality monitoring procedures.