

## COMPLAINTS PROCEDURE

### June 2019

#### 1 SCOPE AND PURPOSE

- 1.1 This complaints procedure is available to all students and other clients of Callywith College who are dissatisfied in their dealings with the College.
- 1.2 The purpose of the procedure is to enable such complaints to be dealt with promptly, thoroughly and fairly.

#### 2 INFORMAL APPROACH

It should be possible to resolve most complaints informally. The complainant should first approach the member of the College staff with whom they have been dealing. That person may be able to deal with the situation there and then.

#### 3 FORMAL APPROACH

If the complainant is not satisfied with the informal procedure, then the College Management should be contacted. The contact may be by telephone, letter or in person. The following procedure will then be followed: -

- 3.1 The complaint will be recorded and the complainant may be asked to submit written details of the complaint.
- 3.2 The complaint will be acknowledged within one week of receipt.
- 3.3 The complaint will be investigated by the Management of the College.
- 3.4 The College will respond to every complaint in writing or in person at a meeting, if the complainant is happy with the latter approach and believes that it is appropriate. This response will be made within three weeks of the acknowledgement of the complaint.
- 3.5 In investigating and responding to a complaint the College will seek to ensure that the matter is dealt with promptly and fairly. The response will indicate any proposed action that arises from the complaint.

## **4 APPEAL**

- 4.1 If the complainant remains dissatisfied after four weeks of the receipt by the Manager of a written complaint, the complainant may appeal to the Chair of the College Trust who will make provision for a hearing before a panel appointed by or on behalf of the proprietor and consisting of at least three people who were not directly involved in the matters detailed in the complaint.
- 4.2 Where a panel hearing is to be held, one panel member will be independent of the management and running of the school.
- 4.3 The complainant is entitled to attend the panel hearing and be accompanied.
- 4.4 The panel will consider the complaint and then make findings and a recommendation. A copy of the findings and recommendations will be:
  - provided to the complainant, and where relevant, the person complained about; and
  - available for inspection on the school premises by the proprietor and the principal.
- 4.5 A written record will be kept of all formal written complaints including the action taken as a result.

## **5 CONFIDENTIALITY**

- 5.1 Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

## **6 TIME PERIODS**

The time periods as set out in this procedure are for guidance and may be subject to extension, particularly outside academic terms. Where any such extensions are made, they will be notified to the complainant in writing.