

Christ The King Sixth Form College

Complaints Procedure

1 If a student, parent or any other user of College facilities, or anyone else with an interest in the College is dissatisfied:

- With the standard of a service provided by the College.
- By a lack of provision of a service.
- By the actions or lack of action of an employee or student at the College.

They are entitled both to express that dissatisfaction through a formal complaint to the College and to expect that complaint to be considered fairly.

2 In many cases initial causes of concern or minor will be expressed and be resolved by speaking directly to the person concerned.

These cases will not be regarded as formal complaints, although it is recognised that they may lead to such action if they remain unresolved. The PA to each Head of Centre will keep a log of both minor and formal complaints.

3 Formal complaints should be made in a letter to the Head of Centre/College Principal, or in a meeting with the **Head of Centre/College Principal**. If the complaint is against the **Head of Centre/College Principal** a letter should be sent to the Collegiate Principal, if the complaint is against the Collegiate Principal a letter should be sent to the Chair of Governors. Where there is a formal written or oral complaint this must be acknowledged and recorded by the relevant PA to the **Head of Centre/College Principal**. All complaints will be acknowledged within three working days of receipt.

4 Notes must be taken in any conversations with complainants and checked that they are an accurate record of the discussion. If the complaint is deemed to be of a serious nature the complainant should be asked to sign the document or put their complaint in a written form.

5 Every complaint will be acknowledged and investigated promptly by the relevant Senior Manager or another Senior Manager in his/her absence.

- Where the nature of the complaint involves teaching and learning this will be the Head of Centre/College Principal or Director of Curriculum.
- Where the nature of the complaint involves the pastoral provision, this will be the **Director of Pastoral Provision**.
- Where the nature of the complaint involves school liaison or 14-19 issues, this will be the Head of Centre/College Principal.

- In the case of complaints about estates, finance, catering, cleaning or security the complaint will be investigated by the Collegiate Director of Finance and Estates.
- In the case of complaints about administrative and other support functions, the complaint will be investigated by the Collegiate Head of Admissions.
- In the case of complaints about management information or computer services, the complaint will be investigated by the Head of MIS.
- Complaints against the Head of Centre/College Principal, Associate Principal, Assistant Principal, Director of Finance and Estates, Head of Student Services, Head of Management Information, or Personnel Manager will be referred to the Collegiate Principal.
- Complaints made specifically about the Collegiate Principal will be investigated by a Governor nominated by the Chair of Governors. **There is a separate policy with regard to complaints about the Governing Body.**

6 The College undertakes to:

- Consider all complaints fairly, thoroughly and quickly.
- Deal with complaints in confidence as far as this is practicably possible.
- Ensure that there is no future discrimination against a complainant.

7 The numbers and causes of both minor and formal complaints will be reviewed by the Collegiate Principal, the Senior Leadership Team and the Governors annually.

8 **Right of Appeal**

- The complainant should receive written notification of the outcome of the investigation and information about the right to appeal, within ten working days of acknowledgement. Should it prove necessary to go beyond that time, the complainant must be informed in writing of the reason and given a revised deadline.
- Complainants have the right of appeal to the Collegiate Principal if they remain dissatisfied (or to the Governing Body via the Clerk to the Governors if the complaint is either against the Collegiate Principal or was investigated by the Collegiate Principal).