

Policy/Procedure Name: Complaints Procedure

Policy/Procedure Number: D004

Date of Approval: October 2018

Review Date: October 2022

Role Responsible: Deputy Principal

Approved By: SLT

Introduction

This complaints procedure outlines the process for making a formal complaint about the services provided by Brooklands College.

It should be noted that this procedure does not deal with academic appeals for which a separate procedure applies. Also, this procedure is not designed to deal with staff complaints. Staff should use other procedures that are in place including the grievance procedure.

The procedure aims to ensure that all complainants are treated equitably and all complainants receive equally prompt, helpful and professional responses. All formal complaints will be logged and monitored to ensure a timely response.

All complaints will be formally investigated and where appropriate, feedback will be used to improve our services to customers.

Informal Complaints

Where possible the member of staff should try to deal with the issue directly before it is escalated into a formal complaint. Complainants who do not wish to make a formal complaint should:

- Discuss his/her complaint with a member of staff in person or by phone. Where the issue is resolved by the member of staff, there may be no further need for action and the complaint may be considered closed, in which case no formal record is required.

Formal Complaints

- The complainant must inform an appropriate member of staff such as Progression Mentor, Teacher or Manager that he or she wishes to make a formal complaint.
- The member of staff must provide the complainant with a copy of the *Guide to Complaints Flowchart*, and advise the complainant to put their complaint in writing and email to complaints@brooklands.ac.uk.
- The PA to the Directorate will acknowledge receipt of the complaint within **three** working days and assign an Investigating Manager.
- The Investigating Manager will investigate and formally respond within **ten** working days. If a new timescale is agreed, the complainant will be notified and it will be documented. A written record of the investigation will be kept on the complaints log.
- The formal response from the Investigating Manager will outline their findings and any action to be taken as a result, indicating that the complainant should appeal to the Deputy Principal in writing if not satisfied. The appeal should outline why the complainant is not satisfied with the outcome.
- **All** correspondence will be copied and kept by the PA to the Directorate.

What are these procedures for?

These procedures cover formal complaints about the service and/or your experience provided by Brooklands College. Please note that any complaints about the academic assessment process i.e. Grades and marking should be addressed as part of the Appeals Procedure.

Who can use the complaints procedure?

Anyone who wishes to register a formal complaint, whether as an individual or as a group with a named lead to receive response.

Complaints Received in the Directorate

- Letters and phone calls of complaint addressed to the Principal or Deputy Principal will be treated in exactly the same way as all other complaints, receiving initial and final response letters from the appropriate member of the Senior Leadership Team rather than the Principal, so that the complainant has the option of making a final appeal to the Principal.
- All complaints received in the Directorate will be logged and monitored and included in the report to the Curriculum and Performance Committee. **All** correspondence will be copied and kept in the Complaints file for monitoring purposes.

Monitoring of Complaints for Self-Assessment and Inspection

The PA to the Directorate should receive all letters of complaint and related correspondence. These will be logged, checked for resolution and filed in the Complaints file. This log will be presented to the Curriculum and Performance Committee in November and May.

Complaints to Outside Agencies including Higher Education Institutions (HEI)

Should the complaint not be resolved internally to the satisfaction of the complainant, following an appeal, they have the right to raise the matter with the College's external funding agencies or relevant Higher Education Institution (HEI). Links regarding specific HEI process may be found on the College and relevant HEI websites. For issues about assessment matters where the complainant is unhappy with the College response the complaint should go to the awarding body.

What happens if I make a formal complaint?

Making a formal complaint means that:

- Your complaint is taken seriously by the college
- Your complaint is dealt with quickly by the college
- You will receive an acknowledgement of receipt within **three** working days followed by a formal response within **ten** working days
- You will be given the reasons for our response
- The college will take action to improve its service if appropriate.

What if I don't want to make a formal complaint?

If you are unhappy about the service being offered but don't want to make formal complaint, then please discuss with a member of staff, teacher or your Progression Mentor who will support you.

If you are not satisfied with the action taken you can still make a formal complaint following the procedure outlined in the document.

Address your complaint to:

Deputy Principal

Brooklands College
Heath Road
Weybridge
Surrey
KT13 8TT

E-mail: complaints@brooklands.ac.uk

Can anyone help or assist me?

Yes. If you are a student of the college and would like help and assistance in presenting your complaint you may contact your Progression Mentor or another member of staff for support. Please note that members of staff are not able to provide any advocacy or representation for students as this may lead to a conflict of interests.

What if I'm not happy with the response I receive about my complaint?

You can appeal in writing to the Principal or if appropriate an external body such as a linked HE provider or funding body, stating why you are not satisfied with the outcome. Your response will be acknowledged within **three working days**. A formal response will be provided within **ten working days**.

Guide To Complaints Procedure

We hope these procedures will make it as easy as possible for you to register your formal complaint with us.

STAGE 1

Person making complaint emails their complaint to the email address: complaints@brooklands.ac.uk



STAGE 2

PA to Directorate acknowledges receipt to the email within three working days and assigns an investigating manager



STAGE 3

The investigating manager investigates the complaint and formally responds within ten working days of receipt of the complaint



STAGE 4

The complainant has the right to appeal to the deputy principal within five working days