

Policy/Procedure Name: Complaints Policy

Policy/Procedure Number: D004

Date of Approval: September 2025

Review Date: September 2028

Role Responsible: Quality & Standards

Approved By: Executive Team

Policy Version Control & Worksheet

Please ensure you complete the below table once you have checked this policy, to log acknowledgement of the sign off process.

Name	Date	Comments Made (Y/N)
Sarah Clancey	17/09/25	Yes
Lorne Richardson	18/09/25	Yes
Allan Tyrer	18/09/2025	No

Document Version	Date of Approval
Version 1.0	October 2015
Version 2.0	October 2018
Version 3.0	November 2022
Version 4.0	April 2024
Version 5.0	September 2025

1.0 Introduction

Brooklands Technical College is committed to a high standard of service and education. We highly value all feedback, viewing it as an essential tool for the continual improvement of the quality of education and our services. Our Complaints Policy is in place to ensure a consistent and equitable process for addressing and resolving any concerns or issues that may arise. The complaints procedure outlines the process for making a complaint about the services provided by Brooklands Technical College.

It should be noted that this procedure does not deal with academic appeals for which a separate procedure applies, and should be dealt with by the curriculum teams. Also, this procedure is not designed to deal with staff complaints. Staff should use other procedures that are in place including the grievance procedure for all staff complaints and directed to the People Team where relevant.

Brooklands Technical College takes all feedback seriously and is committed to handling concerns with confidentiality and efficiency. 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.

2.0 The Procedures

2.1 Stage 1 - Informal Complaints

The purpose of this stage is to resolve concern(s) quickly and informally, without the need for a formal complaint. If it is not possible to resolve the complaint at this stage, or the nature of the complaint makes this stage inappropriate, the complaint may be dealt with as a formal complaint.

Informal complaints can be raised directly with the specific curriculum or professional support area, as set out in Appendix 1. Wherever possible, we will seek to deal with the concern/complaint in consultation with the complainant to resolve it as quickly as possible.

2.2 Stage 2 - Formal Complaints

In cases where a complaint is not resolved informally, or if the informal process is unsuitable due to the nature or complexity of the complaint, the formal complaints procedure should be followed. This procedure set out in Appendix 2 is designed to handle complaints about the quality of education, training, or support services provided by the college. A complainant may also choose to raise a formal complaint if they are dissatisfied with the outcome of the informal stage.

2.2.1 What Happens When a Formal Complaint is Made?

When a formal complaint is submitted, the College will:

- **Take the complaint seriously** and ensure a thorough and fair review.
- **Handle the complaint quickly**, aiming for a swift resolution.
- **Acknowledge receipt** of the complaint within three working days.
- **Provide a formal response** within ten working days, unless there are exceptional circumstances.
- **Give a clear explanation** for the response and any decision made.
- **Take appropriate action** to improve its services, if necessary.

2.3 Stage 3 - Appeals

If a complainant is dissatisfied with the outcome of a formal complaint, they have the right to appeal the decision. An appeal must be submitted in writing to the Assistant Principal, within the specified timeframe set out in Stage 3 of Appendix 2, and it should clearly state the grounds for the appeal. The College will then review the original complaint and its response, and a final decision will be communicated to the complainant.

This decision is considered the final stage of the college's internal complaints procedure.

3.0 Who can use the complaints policy and procedure?

The complaints policy is available to any individual or group. When a complaint is made by a group, a single representative must be designated to receive all correspondence and serve as the official point of contact.

4.0 Monitoring of Complaints

To ensure effective oversight, all complaints and associated documentation will be sent to the Quality and Standards team. The Quality & Standards team will centrally monitor and track the resolution of all complaints.

5.0 Complaints to Outside Agencies including Higher Education Institutions (HEI)

Should a complaint remain unresolved following the College's internal and appeal procedures, the complainant has the right to escalate the matter to external bodies. These may include the College's external funding agencies or a Higher Education Institution (HEI).

Relevant links and details regarding specific HEI processes are available on the College's website, as well as on the websites of the respective HEIs.

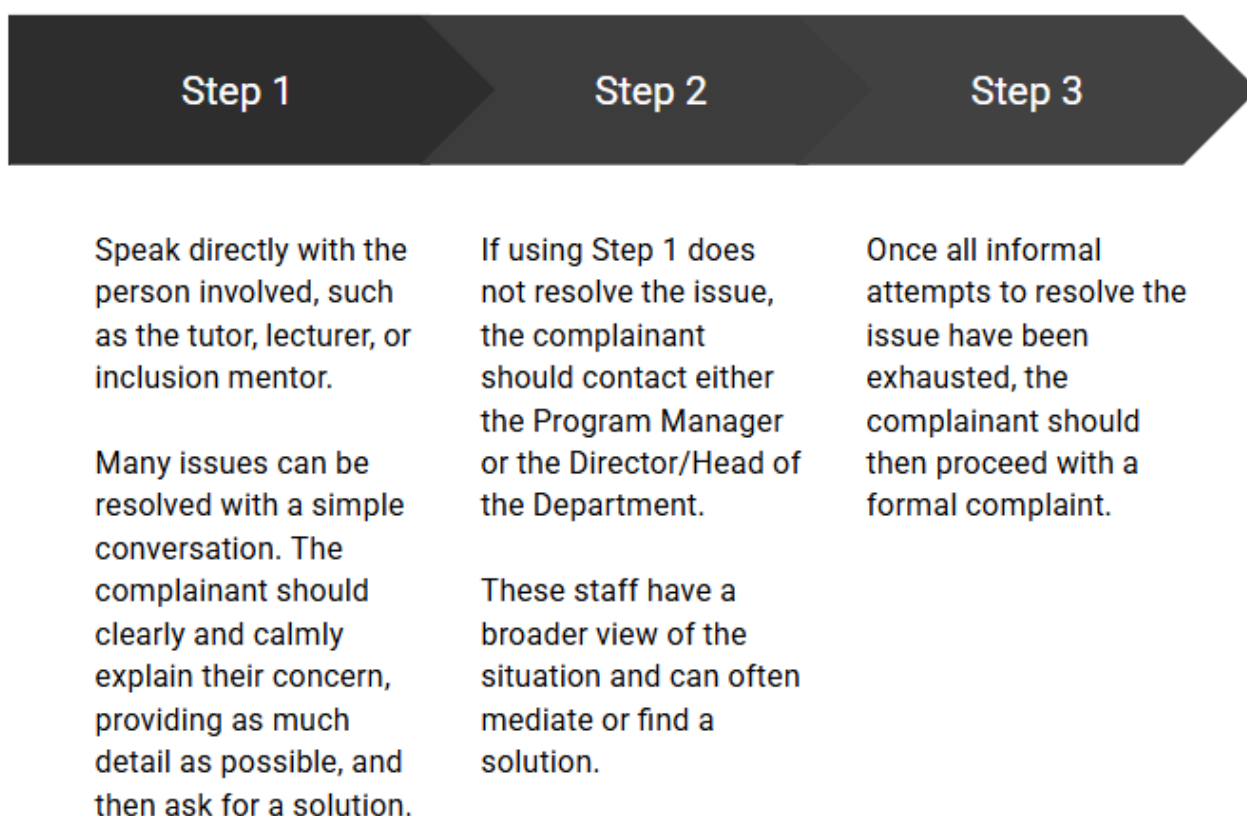
It is important to note that for complaints concerning assessment outcomes, dissatisfaction with the College's response should be directed to the relevant awarding body.

6.0 Assistance with Complaints

A complainant who is a student of the College can seek support in preparing their complaint. They may contact their Inclusion Mentor or another member of staff for assistance.

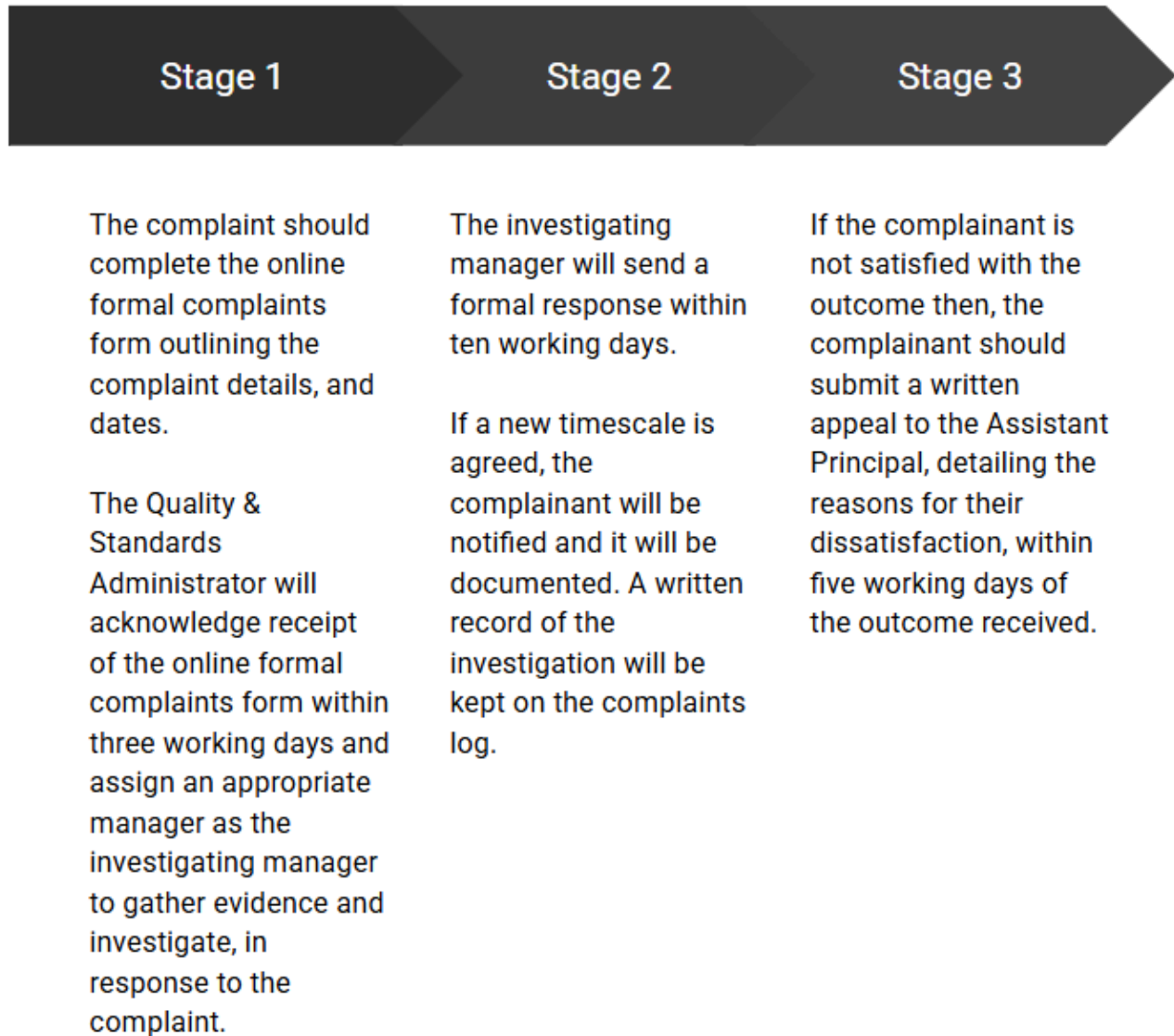
Please note that staff members are not permitted to provide advocacy or representation for students, as this could result in a conflict of interest.

Appendix 1.0 Informal Complaints Process



Appendix 2.0 Formal Complaints Process

In cases where an informal complaint is not resolved, the complainant should follow the formal complaints process which is outlined below.



Formal Stage One

The complainant should complete the online formal complaints form outlining the complaint details, and dates. This form can be found below:

<https://docs.google.com/forms/d/e/1FAIpQLSeiz9kUdm5E0UZ8i3pdH9qkS6bHFiloTid7u4XWgBEyOfHhAg/viewform?usp=preview>

The Quality & Standards Administrator will acknowledge receipt of the online formal complaints form within **three** working days and assign an appropriate manager as the investigating manager to gather evidence and investigate, in response to the complaint.

Formal Stage Two

The investigating manager will send a formal response 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.

Formal Stage Three (Appeal)

If the complainant is not satisfied with the outcome then, the complainant should submit a written appeal to the Assistant Principal, detailing the reasons for their dissatisfaction, within **five working days** of the outcome received.

This must be done either via complaints@brooklands.ac.uk or using the below address.

Assistant Principal
Brooklands Technical College
Heath Road
Weybridge
Surrey
KT13 8TT

All correspondence will be kept and monitored for resolution by the Quality & Standards team in the Complaints Inbox.

The complainant's response will be acknowledged within **three working days** from the Quality and Standards Team. A formal response to your appeal will be provided within ten working days. The appeal outcome from the Assistant Principal will be final, with no further appeal possible.

Policy Schedule Of Changes

This document outlines the proposed changes to [Enter Policy Name] and the timeline for their implementation. It serves as a centralised reference point for all stakeholders involved in the policy revision process to highlight all key changes.

This document must be completed ahead of any policy review or approval. Changes should be listed clearly, and concisely for timely review by the Policy and Standards Group.

Policy Name	Change Description	Date
Complaints Policy & Procedure	<p>Informal complaints process has been introduced to clarify what steps must be taken prior to a formal complaint taking place.</p> <p>A new online formal complaints form has been created to support the tracking and monitoring of the formal complaints.</p>	18/09/2025
Complaints Policy & Procedure	<p>Further changes to reduce the process for informal complaints, to be shortened.</p> <p>Flowchart added to ensure stakeholders are clear on the process.</p> <p>Further detail added to state what will happen when a complaint is made.</p> <p>Flow charts added to replace descriptions.</p>	23/09/2025