

Complaints Procedure

INFORMAL:

Contact your personal or course tutor.
The student talks to this person about the complaint or puts it in writing to this person.

Staff and Student try to sort out issue informally
Student encouraged to suggest a solution.

Complaint resolved.

FORMAL:

If the issue is not resolved, the student should then complete a written complaint on the College form.

Use "How are we performing" form via
College internet page.

Student can get support from Students'
Union if they need to.

Complaint sent to relevant Faculty Head or Director.
Copy for monitoring sent to Director of Student Support Services.

Faculty Head makes contact with student within 5 working days.
Serious Misconduct or Safeguarding issues should be followed up immediately in Person or in Writing (not by phone)

Faculty Head investigates complaint with relevant staff and student input.

Sends results of investigation to student
within 10 working days of receiving
complaint.

In exceptional circumstances this can be
extended if student is notified in writing
with Director approval.

Complaint resolved and copy sent to Director of Support Services.

If student is still unhappy with outcome they can appeal in writing to the Principal who will resolve appeal within 10 working days.

