

# **JOHN LEGGOTT COLLEGE**

## **COMPLAINTS PROCEDURE POLICY**

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## 1. Principles

- 1.1. John Leggott College welcomes comments from students, parents, staff and the wider community on the quality of the service it provides.
- 1.2. The college encourages concerns to be raised sooner rather than later so that matters can be resolved at the earliest opportunity.
- 1.3. All complainants are encouraged to raise issues at the earliest opportunity to ensure that they are dealt with in a timely manner. Each stage of the complaints process will be dealt with as soon as possible.
- 1.4. The Director of Governance will ask staff for details of any complaints received on a weekly basis. These will be reported to SLT to ensure that they are dealt with promptly and to enable SLT to notice any themes. The Director of Governance will keep a record of all complaints reported in this manner.
- 1.5. If required, appeals will be considered by the Principal of the college
- 1.6. The Complaints procedure and how to make a complaint will be publicised on the college's external website.
- 1.7. Staff, particularly those most likely to receive complaints, will be trained in handling complaints and how to put things right.
- 1.8. The Director of Governance will report annually to the Corporation (through the minutes of the Audit Committee) on the application of the Complaints procedure; providing an opportunity to review and update the policy.

## 2. Procedure

There are sometimes, in any organisation, misunderstandings or concerns about relatively minor matters which, you may think, hardly form the substance for a "complaint". If you find yourself in this situation you will, nevertheless, want to get the matter sorted out in a satisfactory way.

You can raise your complaint in two ways:

Informal – by talking to us

Formal – by putting the complaint in writing

Complaints will be responded to in a timely manner. Please note that the college working day is 9am-4pm Monday-Friday term time only. **Complaints will not normally be responded to outside of these timings.**

### 2.1. Raising your Concern

#### 2.1.1. (Internal Stakeholders – Students)

If possible begin by dealing directly to the person whom you have a grievance. In cases where the issue is a relatively minor matter this should allow a quick resolution, OR, if you do not feel able to talk directly to the person concerned, discuss the matter with your **Progress Tutor**, member of the **Student Support/Well-being Team** or an **Area Leader** and ask for advice.

#### 2.1.2. (External Stakeholders – Parents, Neighbours, Members of the Community)

Please make your initial contact via the Director of Governance on 01724 282998 or at [beckyrobinson@leggott.ac.uk](mailto:beckyrobinson@leggott.ac.uk) who will put you in

touch with the relevant staff member for talking through your concern. Alternatively, you can use this link to register your concern via the college's website: <http://www.leggott.ac.uk/about/contact-us>

### **2.1.3 Complaints against the Corporation, Board Members and the Clerk**

A complaint against the Corporation or an individual member of the Corporation shall be addressed to the Clerk to the Corporation who shall deal with the matter as laid out within the Complaints Procedure. The response to such a complaint will include details of the arrangements for pursuing the matter with an independent body. A complaint against the Clerk to the Corporation shall be forwarded to the Chair of the Corporation.

### **2.1.4 Outcome of the investigation**

On completion of an investigation the complaint will be upheld, partially upheld or not upheld. In any outcome the complainant will be fully briefed about the outcome. Any corrective action will be taken if the complaint was found to be upheld either fully or partially.

### **2.2 Appealing Against the Outcome**

If you remain dissatisfied after the enactment of the college's procedures you can appeal to the Principal via [katyadkin@leggott.ac.uk](mailto:katyadkin@leggott.ac.uk) on 01724 282998.

**Do remember that it is better to register your concern early on, rather than allow a situation to steadily get worse. The college welcomes this.**

**Any complaint will be regarded as confidential, but if you want the matter resolved it is likely that all the people involved will have to be interviewed. If you do not want this to happen you must say so at the start.**

**Do remember that a complaints procedure must ensure fairness for everyone – the person complained about as well as the person complaining.**

All stages in the process will be completed as soon as possible.

### **2.3 Stage outside the college (Education Skills Funding Agency (ESFA))**

The ESFA will not usually investigate complaints until the college's procedure, including any appeal, is complete. You can contact the ESFA via:

ESFA Institutions – Complaints  
Providers, Standards & Intervention  
Education Funding Agency  
Earlsdon Park  
53-55 Butts Road  
Coventry  
CV1 3BH

### **2.4 Serial and Vexatious Complainants**

A serial and/or vexatious complainant is someone who acts in an unreasonable manner, is unreasonably persistent in the manner in which they raise their complaint, for example, shifting goalposts, not accepting what is being said. The college has a duty of care for its employees. When dealing with a serial and/or vexatious complainant we reserve the right to refuse to investigate a complaint and may, if appropriate refer the matter to the college's solicitors.

Where we stop, what is the individual's responsibility?

The college cannot be responsible for every aspect of an individual's progress/well-being. Some of which, for example, are the responsibility of the learner and/or parents themselves. If upon receiving such a complaint/catalogue of complaints the investigator feels that it is straying into this territory then they will have a conversation with the complainant to this effect. It will then be logged that there is nothing further the college can do to progress the complaint.

Policy Owner:	Leon Riley	Next Review Date:	October 2023
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