

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 SMT to ensure that they are dealt with promptly and to enable SMT 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 Senior Management Team) 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 **Academic Advocate**, 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 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 CAG Review Process

All queries leading up to appeals, actual appeals and complaints about the awarding of a CAG during Summer 2020 will be dealt with in the following manner:

- The Assistant Principal (Success) will investigate all such matters to ensure consistency
- The first stage will be to gather evidence via a table top exercise – i.e. consider data that was used in determining ranking order
- A conversation will be held with the Area Lead or teacher who taught the *learner to determine how the ranking order was arrived at and the validation processes that were undertaken
- The Assistant Principal (Success) will then provide a written statement as to their findings
- This will then be communicated to the learner along with a judgement as to whether the Centre (JLC) feels that an appeal should be made to Ofqual on the grounds of this evidence
- The learner will be offered a right of appeal to the Principal if they disagree with the findings – at this stage they will be advised that they should highlight any additional evidence to support their appeal – this will be time limited to respond and a response will be provided following the Principal's scrutiny of all of the above evidence
- The learner will be advised that following this stage their only other course of action is communicating directly with Ofqual

*In most cases the matter will be raised with the learner, if it is raised by anyone else then written consent will be sought of the learner prior to sharing any personal data

2.1.5 Teacher Assessed Grades (TAGs)

Complaints about the award of Teacher Assessed Grades (TAGs) as part of the 2021 Summer Exam series are outside the scope of this Policy and will be considered under the separate Summer 2021 Exams Appeal Process only as detailed within the Summer 2021 JLC Centre Policy. This is save for where matters relate to TAGs but lie outside of the Summer 2021 JLC Centre Policy remit and at the express discretion of the Principal e.g.

1. any decision to withdraw an entry due to insufficient evidence on which to determine a Teacher Assessed Grade, or not to make an entry in the first place,
2. any failure or delay in offering or following the Summer 2021 JLC Centre Policy

Any continuing concerns following completion of the Summer 2021 JLC Centre Policy process may subsequently be raised through this Complaints Policy.

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 gemmawilley@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.

Policy Owner:	Leon Riley	Next Review Date:	September 2022
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