



JOHN LEGGOTT COLLEGE

**COMPLAINTS PROCEDURE
POLICY**

Contents

	Page
1. <u>Principles</u>	3
2. <u>Procedure</u>	3
3. <u>Appeal Process</u>	4
4. <u>Stage outside the college (Education Funding Agency (EFA)</u>	4

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.

2.1. Raising your Concern

2.1.1. (Internal Stakeholders – Students) (Informal)

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 a **Curriculum Leader** and ask for advice.

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

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>

2.2. **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 Funding Agency (EFA))**

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

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

Policy Owner:	SMT	Next Review Date:	February 2018
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