

Student Complaint Procedure 2015-2016

The college has many methods for students to voice their thoughts and feelings and the methods can be found on the Connect site under Student Voice.

We would like to encourage all students to speak to a member of staff if they are unhappy with any aspect of their study programme **before** using this procedure. Approach the tutor firstly then the Head of Department in the area where the concern is to give them the opportunity to resolve the issue. After speaking to the members of staff involved, if the issue has not been resolved informally then the complaint can be made formal using the below procedure.

STAGE 1

Approach your Personal Achievement Tutor and/or the Head of Department and inform them of the formal complaint. They will then attempt to resolve the issue. If the issue is still not resolved to your satisfaction you may move to stage 2.

STAGE 2

You should now voice your concern through one of the following members of staff:

- ❖ A Head of Faculty, your Senior Tutor or the Pastoral Director
- ❖ The Student Council - one of the reps on the Council has particular responsibility for assisting and providing advice to students who wish to complain

When they have had the time to resolve the issues if you are still dissatisfied you may now want to move to stage 3.

STAGE 3

The issue must now be brought to the attention of the College Management Team. You can either visit them in person in Dalton Building or record your concern on one of the forms available on Connect and pass it to the Principal's personal assistant in D104. A response will usually be made within ten working days. If you are still dissatisfied you may now want to move to stage 4.

STAGE 4

The final group to whom you may appeal to are the Governors. This may be done through the Governor who has responsibility for Student Council Liaison or the Clerk for the Governors in D111.

If the complaint is about a member of staff, he/she must be made aware of the complaint within 3 working days and have the right to respond. Every effort should be made to deal with the complaint quickly and effectively. Support will be provided to all parties. The appropriate line manager will be responsible for investigating the complaint and liaising with the Assistant Principal for Staffing and Human Resources. In cases of misconduct the college Disciplinary policy will be referred to.