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**COMPLAINTS POLICY**

This policy is available on our website

* We review our policies regularly to update them and to ensure that they are accessible and fair to all. We welcome suggestions for improving the accessibility or fairness of this policy.
* All our policies are subject to equality impact valuations. We are always keen to hear from anyone who wishes to contribute to these impact assessments. Please contact: Student Services Coordinator

Equality Impact Valuations are carried out to see whether the policy has, or is likely to have, a negative impact on grounds of: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

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| **Approved by:** | **Version:** | **Issue Date:** | **Review Date:** | **Contact Person:** |
|  | **1.0** | **2015** | **2018** | **Student Affairs Coordinator** |

**Equal Opportunities: Impact Assessed**

**Review:**

**COMPLAINTS POLICY**

**1 Policy Statement**

Jokings International College welcomes comments and complaints from all members of the College community and from the general public. We use this process to improve services for learners and the wider community in which we exist.

Jokings International College is committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes will be made or the service offered will not meet as individual’s requirements or expectations. For these reasons it is College policy that all complaints should be:

* 1. Treated seriously and in an open manner
  2. Acknowledged immediately, preferably in writing
  3. Investigated
  4. Resolved, wherever that is reasonably practicable, within no longer than 13 working weeks
  5. Used as feedback to improve the service which the College offers

The College’s Charter sets out the standards and services learners can expect us to provide, as well as the learner’s responsibilities.

No complainant brining a complaint under this procedure will be treated less favourably by any member of staff. If there is evidence to the contrary, the member of staff may be subject to disciplinary proceedings.

**2 Scope**

The policy applies to all members of the College community but does not replace College procedures for, staff grievances, academic appeals and student disciplinary action: those procedures should be used where appropriate.

**3 Legislation**

The Human Rights Act 1998 applies to the operation of this policy.

**4 Responsibilities**

4.1 **All College Staff** have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.

4.2  **Heads of School, Heads of Service, Directors and Deputy Principals** have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.

4.3 **The College Principal** is responsible for resolving complaints which have not been resolved during the previous two stages. The decision made by the Principal is final.

4.4 **The Governing Body** is responsible for ensuring that the complaints policy and procedure are operating effectively and may become directly involved if a complaint is directed against the Principal, the Clerk or members of the governing body.

**5 Actions to Implement and Develop Policy**

5.1 **Phase One**

The College expects complaints about courses to be made to their Head of School in the first instance. Where this is not possible or does not result in satisfactory resolution, the complaint should be submitted in writing on the college’s official comments form.

The College usually expects complaints to be made by the person concerned. However it will consider complaints made by a learner’s parent or advocate.

Anonymous complaints cannot be investigated.

All comments/complaints will be forwarded to the Student Affairs Co-ordinator who will acknowledge receipt within one working week. The Student Affairs Co-ordinator will then forward to the relevant college manager.

5.2 **Phase two**

The relevant college manager will respond in writing within one working week, explaining what has happened as a result of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that our employees are afforded appropriate dignity at work.

If the complaint requires further investigation that cannot be carried out within the week, the manager shall keep the complainant informed and specify a date when a response can be given.

5.3 **Phase three**

If the complainant is dissatisfied with the relevant college manager’s response then the complaint will be forwarded to a member of the senior executive group (SEG) to resolve.

The senior manager will acknowledge receipt of the complaint within two working weeks and a final reply will be completed within 10 working days to allow time for any formal investigations to take place.

5.4 **Phase four**

If the complainant is still dissatisfied with the response then the matter will be referred to the Principal. The Principal will respond within three weeks.

The Principal’s decision is final.

The total comments/complaints procedure should be finalised in no more than 15 working days unless there are exceptional circumstances in which case the complainant will be kept informed of progress..

5.5 **Complaints against the Principal or Members of the Governing Body**

Complaints against the Principal should be addressed to the Chair of the Governors c/o the Clerk to the Corporation. Complaints against the Governing Body should also be addressed to the Clerk to the Corporation.

**6 Monitoring & Evaluation**

6.1 The Student Affairs Co-ordinator should maintain a confidential record of complaints dealt with to feed into the College’s quality improvement processes**.** The Student Affairs Co-ordinator will maintain a record of all complaints, appeals and outcomes and produce a termly report for analysis by the College Management Team and subsequent submission to the Governors.

**7 Related Policies**

* Student Disciplinary Procedure
* Staff Disciplinary Procedure
* Internal Assessment Appeals Policy
* Staff Grievance Procedure