



Complaints Protocol

All students and parents have a right under the College Charter to complain about the services provided by the College. From time to time the College receives complaints about individual members of staff. For the sake of both staff and students it is important that these complaints are dealt with in a way which is open and transparent, and gives the member of staff concerned the right to respond to any specific allegations. It is not in the interests of anyone for complaints to be ignored or kept secret.

The following procedures will be used for complaints about individual members of staff:

- Students and parents who wish to complain should be asked to see the Principal's PA who will record the details on the College's Official Complaint Form.
- An initial response to the complaint will be made within 10 working days.
- The Complaint Form will be passed on to the Vice Principal, who will then deal with the complaint.
- A copy of the Complaint Form, with any appropriate letters or attachments, will be passed to the relevant member of staff and his/her Line Manager.
- The member of staff concerned will be given the opportunity to respond to the complaint by writing a memo to the Vice Principal.
- The Vice Principal will meet with the member of staff (the outcome will be recorded on the Official Complaint Form). If required, a formal action plan may be written at this meeting.
- If the complainant is not satisfied with the outcome he/she may then refer the matter to the Principal.
- If the complainant is still not satisfied with the outcome, the College Charter outlines the procedure for raising the matter with Governors.