



St Dominic's
Sixth Form College

Complaints Procedure

Date of Approval	January 2026
Approved by	Finance & General Purpose Committee
Date of Next Review	January 2028
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Available on	College Website

St Dominic's is a Roman Catholic Sixth Form College committed to the personal and spiritual growth of all its members based on Christian values, academic excellence and high quality pastoral care.

Purpose

Aware of its responsibilities as a Christian community and a well-managed College, members of staff will treat all complaints with the consideration expected by the complainant, whoever they may be.

The College will monitor its Complaints Procedure and an annual report will be presented to the Senior Leadership Team and the Governing Body by the Assistant Principal: Quality.

Procedure

1. If a student, parent, any other user of College facilities, or anyone else with an interest in the College is dissatisfied

- with the standard of a service provided by the College;
- by a lack of provision of a service;
- by the actions or lack of action of an employee of the College;

they are entitled both to express that dissatisfaction through a complaint to the College and to expect that complaint to be considered fairly.

2. In many cases initial causes of concern will be expressed and be resolved by students and/or parents

- speaking directly to the staff concerned or the Head of Department or Senior Tutor;
- raising issues and concerns through the Student Council.

These cases will not be regarded as formal complaints, although it is recognised that they may lead to such action if they remain unresolved.

3. Formal complaints should be made in a letter to the Principal, or in a meeting with the Principal. If the complaint is against the Principal, a letter should be sent to the Chair of Governors.

Where there is a formal written or oral complaint this must be recognised, acknowledged and recorded by the College Business Manager. All complaints will be acknowledged within three working days of receipt by the Principal.

4. Notes must be taken in any conversations with complainants and checked that they are an accurate record of the discussion. If the complaint is deemed to be of a serious nature, the complainant should be asked to sign the document or put their complaint in a written form.

5. Every complaint will be acknowledged and investigated promptly by a Senior Manager. Complaints made specifically about the Principal or some aspect of governance of the College will be investigated by a Governor, nominated by the Chair of Governors.

6. The College undertakes to

- consider all complaints fairly, thoroughly and quickly;
- deal with complaints in confidence as far as this is practicably possible.

7. Outcome

The complainant should receive written notification of the outcome of the investigation and information about the right to appeal within ten working days of acknowledgement. If the process of investigation needs

to go beyond the ten working days, the complainant will be informed in writing of the reason and given a revised deadline.

8. Right to Appeal

Complainants have the right of appeal within ten working days if they are dissatisfied with the outcome. Appeals must be made to the Principal unless the original complaint was either against the Principal or was investigated by the Principal. In this case the appeal must be made to the Governing Body via the Clerk to the Governors.

Grounds for appeal should be declared in writing, be relevant to the original complaint and clearly stated; for example, a procedural error or failure to take into account material information.

9. The numbers and causes of complaints will be reported to the Governors' Quality & Standards Committee.