



## **Complaints Procedure**

## **Highbury College Complaints Procedure**

### **How does the College deal with complaints?**

All of the College's customers have the right to expect high quality services and provision. If you have a complaint about a programme or any of the services the College provides, please let us know. By letting us know when things go wrong, you help us to put them right. The College Complaints Procedure is designed to help you take up any problems and make sure that:

- All complaints are recorded and investigated.
- Every effort is taken to resolve your complaint at an early stage.
- You are kept informed at every stage.
- Your complaint will be dealt with in confidence.

We keep careful records of all complaints so that we can be sure that they are properly investigated. We also want to have a clear picture of the kinds of problems which our customers experience. This helps us to improve what is on offer.

There are various ways in which a complaint may be investigated. We will make sure that all those directly involved have a chance to comment. We will also let you know in writing who will be investigating your complaint and who we will need to talk to resolve your complaint. Every effort will be made to resolve your complaint. We can assure you that your complaint will be treated seriously and that we will learn from the problems that you bring to our attention. This includes any complaint that you have suffered discrimination.

This procedure and our Race Equality and Equality policies and Disability Statement are available on request in different formats including audio, disk, Widget, Braille and enlarged print. If you would like help from a signer, reader or interpreter when making a complaint, please contact the Quality & Standards office who can arrange for help:

Quality & Standards Office  
Highbury College  
Portsmouth  
PO6 2SA

## **What areas does the Complaints Procedure cover?**

The Complaints Procedure covers the programmes we offer and the services we provide. Where your complaint is not about your programme, please escalate straight to Stage 2.

Although the Complaints Procedure covers most aspects of your programme, it does not cover the outcomes of an assessment. If you are unhappy about the outcomes of an assessment, you should use the Academic Appeals Procedure.

If we need to deal with your complaint through another College procedure, the Quality & Standards office will contact you in writing.

## **What are the stages in the Complaints Procedure?**

### **Stage 1 How can you let us know if you have a complaint about your programme or a service provided by the College?**

We recommend that you first raise your concerns with the Sector Lead for your course. If you do not know who this is, your teacher/tutor or course administrator will be able to tell you. The Sector Lead will investigate the concerns that you have raised or pass on your complaint to someone who can look in to your concerns and feedback to you within 10 working days. If their investigations will take longer than this, they will tell you and indicate how much longer this will take.

After this, if you do not think that your concerns have been resolved, you can make a formal complaint. When you make a formal complaint, we will check with you and the Sector Lead that you have talked to them about your complaint.

### **Stage 2 How can you make a formal complaint?**

You can make a formal complaint in whatever way you like – in writing, by telephone, by filling in a College Complaints Form or by asking to speak to a member of the Quality & Standards team. Complaint forms are

available from Reception at each of the College centres. If you telephone or ask to speak to one of the Quality & Standards team, they will record your complaint on a complaints form.

### **How will we deal with any formal complaint you raise with us?**

- We will acknowledge receipt of your complaint in writing within 3 working days from the receipt of your complaint.
- We will notify the appropriate Senior Manager and investigate the matter(s) you have raised
- We will write to you with the outcome of your complaint within 15 working days wherever possible.
- We will inform you in writing if the matter you have raised cannot be dealt with within 15 working days, including the reasons for the delay and the date by which we will respond.

### **Stage 3 What should you do if you do not agree with the way in which your complaint has been dealt with?**

If you do not agree with the outcome of stage 2 of the complaints procedure, and wish to appeal, you may write to the Principal, within 10 working days of the date of the resolution letter, at the following address:

The Principal  
Highbury College  
Portsmouth  
PO6 2SA

## What should you do if you are not satisfied with the way the College has dealt with a complaint?

If, after stage 3 of the complaints procedure, you are still unhappy with the way the College has dealt with your complaint, you have the right to contact the Educational & Skills Funding Agency (ESFA) at the following address:

Complaints Team  
ESFA  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

Originator	Executive Director of the Community College
Date of first approval	May 2003
Update approved	August 2006
Update approved	August 2009
Update approved	March 2014
Update approved	June 2016
Policy reviewed	December 2018
Approval/review bodies	Academic Policy & Standards Committee Academic Board
Review intervals	2 years
Impact assessment undertaken	August 2010
Date of next review period	December 2020
Evaluation	Termly reports to the Equality and Diversity Committee