

**TITLE: COMPLAINTS POLICY**

**MODEL POLICY STATEMENT**

This is **not** a Local Authority model policy

Local changes have been made to the model policy by the College **N/A**

The model policy used is **N/A**

<b>Policy Owner:</b>	<b>Strategic Business Manager</b>	<b>Review period:</b>	<b>3-yearly</b>
<b>Last Review:</b>	<b>November 2017</b>	<b>Approving Committee:</b>	<b>Resources 04.12.17</b>
<b>Next Review:</b>	<b>Autumn 2020</b>	<b>Latest FGB adoption:</b>	<b>04.12.2017</b>

**IMPACT OF THIS POLICY**

## **Complaints policy and procedure**

Tavistock College Complaints Co-ordinator is the PA to the Principal.

It is in everyone's interest that complaints are resolved at the earliest possible stage. This procedure is designed to ensure that all complaints will be dealt with objectively and impartially.

### **Stage One**

If a verbal complaint is received, every effort will be made to resolve the complaint at the first point of contact. A formal written complaint should be addressed in the first instance to the College's complaints co-ordinator, who will refer it to the appropriate member of staff or the Governing Body. A Complaints Form is available from the complaints co-ordinator or can be downloaded from the College website.

If the first approach is made to a member of the governing body, the governor will refer the matter to the complaints co-ordinator, and will not act unilaterally outside this process.

The College will respect the views of a complainant who indicates that he/she would have difficulty . will refer the complainant to another staff member. Where the complaint concerns the Principal, the complaints co-ordinator will refer the complaint to the Chair of Governors.

Similarly, if a member of staff feels too compromised to deal with the complaint, the complaints co-ordinator may consider referring the complainant to another member of staff.

### **Stage Two**

If the complainant is dissatisfied with the way the complaint has been handled at stage one or wishes to pursue her/his initial complaint, s/he may request that the Principal decides on the action to be taken. At this stage, the Principal may delegate the task of collating the information to another member of staff.

### **Stage Three**

If the complainant is dissatisfied with the way the complaint has been handles at stages one and two or wishes to pursue further her/his initial complaint, the matter may be referred to the Chair of Governors giving full details of the complaint. The Chair or a nominated Governor will convene a governing body panel to consider the complaint. The Chair of the panel will notify the complainant of the panel's decision in writing.