

COMPLAINTS POLICY AND PROCEDURE

Role Responsible:	Deputy Principal
Written by:	Assistant Principal
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Whilst Itchen Sixth Form College has clear values and high expectations of its service to the community, occasionally things can go wrong and it is important that the College is made aware of such incidences so that we can try to put them right. Learning from complaints informs our day to day practice and the annual self-assessment process, carried out annually at learning area and College level.

Complaints or concerns from staff should be communicated by directly speaking to the relevant manager or using the staff feedback link on the landing page or the college Grievance Procedure. This policy outlines how concerns are dealt with from other stakeholders (excluding staff)

If a student, parent, neighbour or a member of the wider community is affected by the actions of the College or its members, they are advised to try to resolve this informally directly with an appropriate member of staff. Students have a direct channel of communication using the feedback button on their landing page. The vast majority of concerns will be resolved in this way.

If the complainant is not satisfied, they can move to the Formal Complaints Procedure. At Stage 1, the complaint will be logged and formally investigated by a manager of the College.

If the complainant is not satisfied with the outcome following Stage 1, he/she should contact the Principal, who will ask a senior manager to investigate the complaint (Stage 2).

If the complainant remains unsatisfied with the outcome following Stage 2, they should appeal to the Principal, who will investigate and respond; the Principal's decision on appeal is final.

The object of this policy is to answer satisfactorily the justifiable concerns raised by the complainant through either an explanation or by taking appropriate action. The College will always strive to learn from each incident and is always looking to improve its activities and procedures as a result of a complaint.

The management of the College remains the responsibility of the Principal, within the broad framework of policies and accountabilities set out and monitored by the Governing Body. For this reason the Principal considers appeals over complaints and his/her decision is final.

Whilst the vast majority of complaints and concerns are made in good faith, it must be recognised that there is the potential for unreasonable, frivolous or vexatious complaints. If the Principal decides that a complaint falls into this category then it will not be investigated in the usual way and the decision will be communicated to the complainant in writing.

A formal complaint against the Principal should be in writing and addressed to the Clerk or Chair of the Governing Body at the college address.

The Complaints Policy is agreed by the Search & Governance Committee and is reviewed every 5 years. The Search & Governance Committee will receive an annual report on complaints to ensure the policy is working in practice and to monitor the categories of complaints. It will also help the Corporation determine the effectiveness or implementation of other Corporation policies.

Equality impact and monitoring the policy and procedure

In monitoring the impact of this policy and procedure, the College will have due regard to its Equality and Diversity Policy and its single Equality Duty. It will consider any concerns raised or complaints received, based on student and staff data, feedback, surveys and/or professional judgement. If you have a question or a suggestion to improve the policy, please contact the Assistant Principal (Transition & Engagement).

Appendix 1

Complaints Procedure

Informally managing complaints

The College has excellent relationships with its stakeholders and seeks to respond fully and quickly to feedback it receives. If you have any concerns about the actions of the College or its members, please speak directly to the person concerned in the first instance. If you are a student, use the IRIS feedback button or if you are a parent/member of the community, then please email the appropriate manager using the contact details below.

Teaching or lessons	Appropriate Director of Curriculum info@itchen.ac.uk
Tutoring, general pastoral support and transport	Assistant Principal (Transition & Engagement) mjones@itchen.ac.uk
Exams and invigilation of exams	Exams Manager mhill@itchen.ac.uk
College information systems and records	Information Systems Manager rpayne@itchen.ac.uk
Catering and College shop	Assistant Principal scarter@itchen.ac.uk
College site and equipment	Director of Finance scarter@itchen.ac.uk
College IT systems	Head of IT Infrastructure & Network Services ldarley@itchen.ac.uk
Careers and Higher Education advice, UCAS	Head of Student Support awaters@itchen.ac.uk
Adult Learning and International Programmes	Director of Curriculum jbrokkes@itchen.ac.uk
LRC	Head of Student Support awaters@itchen.ac.uk
Student Support Services	Head of Student Support awaters@itchen.ac.uk
Other	info@itchen.ac.uk

Formal Complaints Procedure

If your concern is not resolved informally, please report your complaint formally, using the complaints form available from reception or the college website

Stage 1

If you are a parent or member of the community:

Report your complaint on the complaint form and send it to the college address or e-mail to:

amerrin@itchen.ac.uk

The Principal's PA who keeps the central complaints log, will refer your complaint to the appropriate manager who will liaise with you further if necessary, investigate the matter and inform you of the outcome.

If you are a student:

Please ask reception for a complaint form or download from the college website and then hand the completed form to the Principal's PA who will pass it to the appropriate manager.

The College manager will liaise with you further if necessary, speak to members of staff or students in College as appropriate and inform you of the outcome.

It is hoped that this will lead to a resolution of the issue.

Stage 2

If you are not satisfied with the outcome, then you should contact the Principal, via his PA Angela Merrin by letter or e-mail (amerrin@itchen.ac.uk), explaining the nature of the problem and why you feel it has not been satisfactorily resolved. This will be noted in the College's Complaints Log and you will be sent an acknowledgement within 5 working term-time days of the receipt of your complaint, indicating who will deal with the complaint and when to expect a formal response to your complaint (holiday periods may lengthen this process). The Principal will usually ask a senior manager to investigate your complaint.

Appeal

If you remain dissatisfied with the response to your formal complaint you can then e-mail or write to the Principal, via his PA who will send a reply within five working term-time days to acknowledge receipt of your appeal (holiday periods may lengthen this process). This will also be noted in the College's Complaints

Log. He will conduct his own investigation and respond to your complaint within a specified time period.
The Principal's decision over the complaint is final.

Appendix 2



COMPLAINT FORM

Please complete all areas of the form and pass it to the Principal's office

Surname		Forename/s	
Contact details: Address Telephone Email		Are you a student/parent/staff member/other? Please specify	

Who is your complaint against? (For example: the College, your teacher, another student)

What is your complaint? (Please be precise)

What is the outcome you are seeking?

When did you first raise your complaint and via which process?

Signed	Dated
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