



## COLLEGE POLICY DOCUMENT

### COMPLAINTS POLICY AND PROCEDURE

<b>Issue No.:</b> 01	<b>Document Number:</b> STAN: 0032007
<b>Issue Date:</b> 30 <sup>th</sup> August 2009	<b>Originator:</b> Wayne Marshall
<b>Version:</b> 12	<b>Responsibility:</b> College Principal
<b>Reason for version change:</b> Review & Update	<b>Dated:</b> 30 <sup>th</sup> August 2009
<b>Authorised by:</b> Wayne Marshall <b>Date:</b> 20 <sup>th</sup> July 2016	<b>Signature:</b> <i>Wayne Marshall</i>

#### 1. Policy Summary

1.1 The Complaints Policy and Procedure provides the framework within which:

- anyone who has experienced dissatisfaction with College services can raise their concerns, and
- The Senior Management Team (SMT) and or the Directors (if the complaint is against the SMT) should deal with complaints from students, teachers, admin staff, parents, employers, contractors, local residents, visitors and others.
- All staff should be aware that any incident can be a complaint even if not identified as such at the beginning of the process.

1.2 It does not replace College procedures for academic appeals and disciplinary action; those procedures should be used where appropriate.

#### 2. College Vision and Mission

##### Aiming for excellence.

2.1 St Andrew's College, Cambridge strives for excellence and aims to continually raise the standard of teaching, learning and services provided to learners.

2.2 St Andrew's College, Cambridge aspires to be a Learning Organisation and values the learning opportunity presented by complaints to enable it to make changes and improve services.

#### 3. Business Ethos

3.1 The College is committed to business excellence, business ethics and corporate social responsibility.

3.2 The College will respond to any dissatisfaction with its services fairly and promptly:

- An initial response will be provided within 10 working days by the SMT or Directors
- A further, more detailed response will be made if appropriate
- You may be offered a meeting with the parties involved if appropriate
- You may appeal to the Principal or Directors if you are dissatisfied with the outcome
- Information on how to take the complaint further will be provided if you are not satisfied with the College's response

#### **4. Standards of Service**

4.1 The College Student Handbook sets out the standards and services learners can expect us to provide, as well as the learner's responsibilities.

4.2 Anyone not satisfied with the level of service should feel able to approach relevant staff to address their concern promptly and directly.

4.3 Every attempt should be made to resolve complaints informally through a dialogue with those immediately concerned.

#### **5. College Accountability**

5.1 **All College staff** has a responsibility for receiving complaints, treating them seriously, and dealing with them promptly and courteously in accordance with the procedure set out below.

5.2 **The Principal/Directors** has a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.

5.3 **The Principal/Directors** are responsible for resolving complaints which have reached the appeals stage and may nominate the Director(s) if he/she has not been previously involved in the investigation.

5.4 **The Principal/Directors** are also responsible for dealing with referrals after the appeals stage where a complainant remains dissatisfied with how their complaint has been dealt with by the College, and for advice on using the procedure and taking a complaint to external agencies.

#### **6. Procedures for Dealing with Complaints in the College**

##### **6.1 Stage One [Informal - up to Principal level]**

6.1.1 Concerns should be raised in the first instance with the person or area concerned as soon as possible, *and not later than within ten weeks of the incident.*

6.1.2 Complainants should normally be directed to the Principal unless the student's tutor or other member of staff approached can easily resolve the issue.

6.1.3 Every reasonable effort should be made to resolve the complaint promptly at Principal level.

6.1.4 If appropriate, a meeting will be offered between the person complaining and the area they are complaining about to arrive at an agreed resolution.

6.1.5 If a complaint is about a member of staff, it should be referred to the Principal. If a complaint is about the Principal it should be referred to the Director.

6.1.6 Verbal complaints to staff in public areas and requests to meet with the Principal should be referred to the Principal.

6.1.7 At this informal stage complaints may be made in person, by phone or by e-mail. The complainant must be kept informed of progress at all stages, with an acknowledgement of the complaint made within 3 working days, and an initial response within 10 working days. All outcome letters should be copied to the Principal and Director. If the issue is not resolved to the complainant's satisfaction the complaint moves to stage 2.

## **6.2 Stage Two [Formal - up to Principal level ]**

6.2.1 If the Tutor or other member of staff other than the Principal is unable to resolve the issue, it should be referred to the Principal.

6.2.2 If a complainant has been through Stage 1 and remains dissatisfied, they should be advised to submit their complaint ***in writing using appendix 1*** (shown below) to the Principal. The Principal will make an entry into the complaints log.

6.2.3 The Principal will investigate and decide to:

- Dismiss the complaint as unfounded, giving reasons.
- Propose an amicable settlement.
- Uphold or partially uphold the complaint, offer an apology, take appropriate steps to address the issue and to avoid a similar problem arising in future.

6.2.4 All complaints should be dealt with as quickly as possible. All formal complaints will be acknowledged, an initial response will be given within 10 working days and a further more detailed response provided where appropriate. All formal complaints will receive a formal written response outlining the outcome, and the right of appeal where appropriate.

6.2.4 At any time during the complaints procedure a parent/guardian or agent can request a hearing and a panel will be set up. The panel will be set up by the Director and will include at least three people not directly involved in the original complaint or matters detailed in the complaint. The Director will ask the independent listener if

he/she is able to attend the panel as he/she has no dealing with the running of the college. If he/she is unavailable then another appropriate adult will be found who is independent to the running of the college. The panel will have permission to make judgements based on their findings and make recommendations to the college. All parties involved (where relevant) will be given copies of the findings and recommendations of the panel hearing. Parents / agents will be invited to the panel hearing and if they request will be accompanied by an appropriate adult during the hearing.

### **6.3 Appeals [Principal]**

- If a complainant remains dissatisfied with the College's response to their complaint, they may appeal in writing to the Principal.
- The Principal, if not previously involved in the case, will investigate the complaint and the College's response and compile a full report.

6.3.3 The Principal will decide to:

- Uphold the original decision/dismiss the complaint as unfounded.
- Refer the complaint back to the person concerned and propose an amicable settlement.
- Uphold or partially uphold the complaint, offer an apology, recommend appropriate steps are taken to address the issue and to avoid a similar problem arising in future.

6.3.4 The decision of the Principal is final and the complainant will be advised in writing of the outcome within 5 working days.

## **7. Getting Help**

7.1 This Complaints Policy and Procedure will be published on the College website and made available to all students during induction.

7.2 Staff requiring help should contact the Principal.

7.3 Students requiring help should approach their tutor.

## **8. Record-Keeping and Reporting**

8.1 **The Principal** should maintain a clear record of all complaints dealt with on the complaints log. Issues should be fed into the College's Monitoring and Evaluation and other quality improvement processes as appropriate.

8.2 At Stage 2 [formal] the **Principal** will log that a formal complaint is in progress.

8.3 **The Principal** will maintain a record of all appeals and outcomes using appendix 1.

8.4 Complainants will be advised that, while **confidentiality** will be respected as far as possible, it is not normally possible to resolve complaints without disclosing details of a complaint to relevant staff in order to allow the College a fair opportunity to resolve the issue.

## **9. Feedback**

Students and parents/agents can use the feedback mechanism on the web site and/or feedback forms can be supplied on request.

## **10. Regulatory Bodies**

The commission for Social Care Inspectors can be contacted:

### Telephone

- 0845 015 0120
- 0191 233 3323

### E-mail

- [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk)

The school is inspected by Ofsted and previous reports can be found on their web site:

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### **Number of complaints received:**

**2006 – 2007 = Nil Return.**

**2007 – 2008 = Nil Return.**

**2008 – 2009 = Nil Return.**

**2009 – 2010 = Nil Return.**

**2010 – 2011 = Nil Return.**

**2011 – 2012 = Nil Return.**

**2012 – 2013 = Nil Return**

**2013 – 2014 = Nil Return**

**2014 – 2015 = 2 complaints logged**

**2015 – 2016 = 8 complaints logged**

**Reviewed:**

**September 2008, 2009, 2010, 2011, 2012, July 2013, April 2014, June 2014,  
December 2014, February 2015, July 2015 and July 2016.**

**Review Date: 1<sup>st</sup> August 2017.**

**Appendix 1 – Complaints Form**



**ST. ANDREW'S  
COLLEGE  
Cambridge**

<b>Complaint made by:</b>		<b>Date of Complaint:</b>	
<b>Details of Complaint:</b>			
<b>Reported to:</b>		<b>Date:</b>	
<b>Action taken:</b>			
<b>By whom:</b>		<b>Date:</b>	
<b>Date Complainant informed of action taken if applicable and outcome:</b>			
<b>Any further action required?</b>			
<b>Complaint &amp; Actions signed off by:</b>		<b>Date:</b>	
<b>Information passed on to (if applicable):</b>			
<b>Date complaints log entry made:</b>			