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| **ST ANDREW’S COLLEGE POLICY DOCUMENT** | |
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| Authorised by: Wayne Marshall  Date: 14/08/2019 | Wayne SignatureSignature |

A complaint is an expression of concern or dissatisfaction with the services provided or actions taken by the college that affect the quality of a student’s learning opportunities.

**Complaints Concerning Teaching and Learning**

**1: Informal approach to resolving complaints**

The Student / Parent / Agent is required to talk through the issue with the appropriate member of staff to find an informal way to resolve the problem, within 10 working days of the action that has adversely affected the quality of the student’s learning opportunity.

Appropriate members of staff:

* Tutor
* Head of Department
* Subject Teacher
* Accommodation Officer
* House Manager

**2: Formal approach**

If the informal approach does not resolve the matter, the student/parent/agent may make a formal complaint, which should be in writing on the form provided in the Student Commons rooms or Staff rooms on both academic sites and addressed to the Vice Principal.

A formal complaint must be made within 5 days of the action or loss of service that the student / parent / agent feels has adversely affected the quality of the student’s learning opportunity.

The Vice Principal will assign an investigator typically:

Head of Department or Senior Tutor

**On receipt of a formal, written complaint:**

Within 2 working days: The Vice Principal will acknowledge receipt of the formal complaint to the complainant (and forward a copy to the assigned investigator).

Within 10 working days: The investigator will conclude the investigation and send the College’s detailed response to the complainant.   If it is not possible to conclude within 10 days, the investigator will send the complainant an indication of how the complaint is being addressed and when they will receive a detailed response.

Copies of all correspondence relating to the complaint should be forwarded to the Principal to inform the central complaints record (currently a secure file in Dropbox).

**3: Appeals**

If the College’s response does not resolve the matter an appeal may be addressed to the Principal within 5 working days of receipt of the response to the complaint.

Any further appeal should be addressed to the deputy Director or Managing Director.

College Students have the right to take a complaint to the Education Skills Funding Agency.

**4: Complaints Relating to Governance**

Any complaints relating to the Governance of the College should be addressed to the Managing Director who will acknowledge receipt of the complaint to the complainant. Within 10 working days: The Managing Director will conclude the investigation and send the College’s detailed response to the complainant.

If it is not possible to conclude within 10 days, the Managing Director will send the complainant an indication of how the complaint is being addressed and when they will receive a detailed response.

Appeals can be made in accordance with Section 3 above and must be addressed to the Managing Director.

**5: Complaints Relating to Other College Activities**

Complaints must be made in writing within 5 working days of the action that has taken place which the complainant feels has adversely affected them.

Complaints must be addressed to the Vice Principal who will acknowledge receipt of the formal complaint to the complainant within 2 working days (and forward a copy to the assigned investigator).

Within 10 working days: The investigator will conclude the investigation and send the College’s detailed response to the complainant.   If it is not possible to conclude within 10 days, the investigator will send the complainant an indication of how the complaint is being addressed and when they will receive a detailed response.

Appeals can be made in accordance with Section 3 above.

**6: Feedback**

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

**7: Regulatory Bodies**

The commission for Social Care Inspectors can be contacted:

Telephone: 0845 015 0120/0191 233 3323

Email: [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

2016 – 2017 = 11 complaints logged

2017 – 2018 = 3 complaints logged to date (30.06.18)

2018 – 2019 =

Reviewed:

September 2008, 2009, 2010, 2011, 2012, July 2013, April 2014, June 2014, December 2014, February 2015, July 2015, July 2016, July 2017, March 2018, June 2018, August 2019.

Review Date: 1st August 2020.

Appendix 1 – Complaints Form

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