

Student Complaints Policy			
Current Status	Operational	Last Review:	October 2020
Responsibility for Review:	Vice Principal - Students	Next Review:	October 2021
Internal Approval:	SLT	Originated:	June 2012

1. Introduction

- 1.1 This procedure is designed to ensure that students have a full opportunity to raise, individually or collectively, matters of concern to them without fear of disadvantage and in the knowledge that privacy and confidentiality will be respected.
- 1.2 Please note the complaints procedure should NOT be used to appeal against any disciplinary or academic decisions. This should be directed to the college's Governing Body Appeals Committee c/o the college.

2. Complaints Procedure

- 2.1 If you have a complaint you should report it to the college immediately. It is more difficult to deal with a complaint when a period of time has elapsed.
- 2.2 There are 5 levels at which a complaint can be handled. Our aim is to deal with it as quickly and as informally as possible and for you to feel satisfied with the outcome. We anticipate and hope that most complaints will be resolved at level 1 or 2.
- 2.3 **Level 1.**
Tell a staff member of your concern. She/he will deal with it personally or arrange for the most appropriate colleague to do so.
- 2.4 **Level 2.**
If dissatisfied with progress at Level 1. Make an appointment to see or write to the Personal Progress Tutor.
- 2.5 **Level 3.**
If still dissatisfied, write to the Vice Principal - Students who will personally review your complaint. If you write to the Vice Principal without having first discussed your complaint with the Personal Progress Tutor, the Vice Principal will treat it as a Level 2 complaint and refer it back to the relevant staff member.
- 2.6 **Level 4.**
If still dissatisfied with the response of the Vice Principal, write to the Principal, who will review your complaint.

2.7 Level 5.

If still dissatisfied with the response of the Principal, you should write to the Chair of Governors c/o of the college.

Revision History – Student Complaints Policy

Revision date	Reason for revision	Section number	Changes made
October 2020	Annual review	Details box	Title change of person responsible for review
		Section 2.5 & 2.6	change of title