



## COMPLAINTS POLICY

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Students, parents/guardians, other members of the public and Brookenhurst College Staff should be able to make a complaint about any issue which is of concern to them and also to have the procedure explained to them. Normally, unless there are exceptional circumstances, the formal procedure will be considered where complaints concern issues which have arisen within a 3 year time period. All concerns and complaints will be treated seriously and sensitively.

The College Charter for students (full-time and part-time) and for employers and members of the local community, outlines how a student or member of the wider public may complain, if the need arises. It also gives details of how to complain to external bodies following advice from the Skills Funding Agency.

It is College policy to encourage students and their parents/guardians or members of the wider community to resolve issues and disagreements informally without reference to a member of the Senior Management Team and to make a formal complaint only when informal discussions have not resolved the issue(s). However, it is the right of any party to require a concern to be dealt with as a formal complaint at the outset if they so wish<sup>1</sup>.

In the event of the Complaints Procedure below being put into operation, a record of the complaint must be kept at each stage in a central 'Complaints' file held at Senior Management level.

The College will endeavour to resolve matters informally wherever possible and it is hoped that the majority of disagreements will be resolved in this way. If this is not possible, the formal procedure will be invoked and an appropriate member of the Senior Management Team involved.

A complaint may be in writing or made verbally. A written note of the complaint must be made if the complaint is not in writing.

If a member of staff has an issue of concern, s/he will be encouraged to deal with this informally through the normal College channels of line management. If it is not possible to resolve the matter informally, then the member of staff may invoke the Complaints Procedure or formal Grievance Procedure if they so wish<sup>1</sup>.

Where complaints cannot be satisfactorily resolved through internal complaints procedures, external bodies such as the Commission for Equality and Human Rights may be involved.

## **WHO WILL DEAL WITH COMPLAINTS?**

A member of the Senior Management Team will oversee each formal complaint and may wish to delegate to a Middle Manager where appropriate. Each member of the Senior Management Team will deal with complaints directly within their area of responsibility. The Principal will oversee more general complaints or complaints about other members of the Senior Management team should these arise. Complaints against the Principal will be addressed by the Chairman of the Governing Body. Complaints against the Governing Body or any of its members will be dealt with by the Chairman or, in the case of a complaint against the Chairman, will be dealt with by the Clerk.