COMPLAINTS POLICY AND PROCEDURE

Updated by	Vice Principal (Students and Progress)
Approved by	Audit Committee
Approval date	October 2021
Next review date	October 2024

A) Complaints Policy
The process for raising a complaint is given under section B 'Complaints Procedure'.

1) Objective of Policy
Whilst Barton Peveril 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 for our stakeholders. Learning from justifiable concerns informs our day to day practice and the self-assessment process carried out annually at departmental and College level.

NB: Please note the complaints policy is not to be used by students or parents unhappy with their exam results. These are managed by the awarding body appeals procedure. In such cases students and parents should contact the exams office in the College who will be able to provide information and manage the interface between the student and the awarding body.

2) Informal resolution
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. The vast majority of concerns will be resolved in this way. If the complainant is not satisfied they should move to the Complaints Procedure.

3) Should the parent or student make the complaint?
Part of what we try to do at Barton Peveril is to encourage students to resolve their own problems. We want students to learn how to do this in a way which empowers them and develops their abilities to work constructively with people who are important to their future success, much as they will have to do in the workplace. We also want to develop students who bounce back when things don't go according to plan and who learn how to use their own qualities to improve a situation. We think this helps develop the resilience so important in adult life. For these reasons it is often good for parents to encourage their son or daughter to try to resolve the matter himself or herself and parents to keep an eye on whether there is a satisfactory solution.

In cases where the parent or student does not feel the matter has been satisfactorily resolved by the College, we encourage parents to take up the complaint. Of course, if a situation is too serious or too urgent then a parent should not hesitate to complain.

4) Roles of Principal and Governing Body
The Complaints Policy is set by the College Corporation and is reviewed every 5 years by the Standards Committee. The Standards 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.

The management of the College is 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 decision is final. The Corporation and Chair of Corporation will not, therefore, get involved with a specific complaint.

Appendix 1

B) Complaints Procedure

1) If you are a student

Stage 1
Please report a concern / complaint or a compliment by using the online reporting facility on the College intranet. The relevant College manager will investigate and inform you of the outcome.

Stage 2
If you are not satisfied with the outcome, then you should email or write to the Principal via his PA, (PAtoprincipal@barton.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 days of the receipt of your complaint, indicating who will deal with the complaint and an indication of when to expect a formal response to your complaint (holiday periods may lengthen this process).

Appeal

If you remain dissatisfied with the response to your formal complaint you can then email or write to the Principal, via his PA who will send a reply within five working days to acknowledge receipt of your appeal and indicating when to expect a formal response to your complaint (holiday periods may lengthen this process). This will also be noted in the College's Complaints Log. The Principal will conduct his own investigation and respond. The Principal's decision over the complaint is final.

2) If you are a parent of a student, a neighbour or member of the community

Stage 1

Please report your complaint by email (complaints@barton.ac.uk) or by letter addressed to 'Complaints' at Barton Peveril College. Your complaint will be logged and the relevant College manager will investigate the matter, and inform you of the outcome.

Stage 2

If you are not satisfied with the outcome, then you should contact the Principal in writing, via his PA by letter or e-mail (PAtoprincipal@barton.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 days of the receipt of your complaint, indicating who will deal with the complaint and an indication of when to expect a formal response to your complaint (holiday periods may lengthen this process).

Appeal

If you remain dissatisfied with the response to your formal complaint you can then email or write to the Principal, via his PA who will send a reply within five working days to acknowledge receipt of your appeal and indicating when to expect a formal reply to your complaint. (holiday periods may lengthen this process). This will also be noted in the College's Complaints Log. The Principal will conduct his own investigation and respond. The Principal's decision over the complaint is final.