Barton Peveril Sixth Form College

COMPLAINTS AGAINST CORPORATION, GOVERNORS OR THE CLERK

Updated by	Clerk
Approved by	Corporation
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A complaint against the Corporation, a Governor (including the Principal if the complaint relates to their role as a Governor) or the Clerk to the Corporation may be made by an individual or an organisation in relation to their dealings with the College.

Complaints against a member of staff should be made using the College's Complaints Procedure.

Complaints must relate to:

- the performance by the Corporation, a Governor or the Clerk of the functions respectively allocated to them under the Articles of Government of the College, and/or
- the exercise by the Corporation of its powers, and/or
- any other alleged breach or non-observance of the duties of the Corporation, individual Governors or the Clerk under the Instrument or Articles of Government of the College, the Corporation's Code of Conduct, provisions of the DfE Accountability Agreement, the College Financial Handbook or Association of Colleges Code of Good Governance (2023) adopted by the College.

All complaints should be made in writing, identifying the complainant and addressed to the following: -

The Clerk to the Corporation
(save where the complaint is in relation to the Clerk in which case it should be addressed to the Chair of the Corporation)
Barton Peveril College,
Chestnut Avenue,
Eastleigh, Hants, SO50 5ZA

Alternatively complaints can be emailed to clerk@barton.ac.uk. Should the complaint be against the Clerk complaints can be emailed to the Chair of the Corporation chair@barton.ac.uk.

The complainant will be expected to state clearly the nature of and grounds for the complaint (see above), against whom it is made, and if appropriate provide copies of any related documentation. The complainant should also state the remedy he/she is seeking. It is not possible for a complainant to seek the disciplining of a member of staff or the removal of a Governor or the Clerk since these are decisions for the Principal of the College and the Corporation respectively in accordance with the Instrument and Articles of Government of the College.

The Clerk to the Corporation (or if related to the Clerk the Chair of the Corporation) will: -

- acknowledge receipt of the complaint within 7 working days.
- refer the complaint to the Corporation's Audit Committee who will determine the appropriate investigation by one or more of the following:

    - The Corporation's Audit Committee;
    - one or more Governors;
    - a person (nominated by an external sector body) who has substantial experience of college governance *provided in each case that they have not been involved in the matters subject to the complaint.*

Such person(s) shall:

- consider the complaint and, if necessary in order to determine disputed issues of fact, interview the complainant and those who are the subject of the complaint. They may refer issues to the Corporation's auditors (external and/or internal) or other independent advisers as they feel appropriate.
- produce a written report of their findings in relation to the complaint and provide the complainant and the Corporation with a copy of such report as soon as possible.
- In any event, produce an interim report within 28 days of the complaint being referred to them.

The Corporation at its next scheduled meeting after receipt of the findings of the investigation shall consider the findings and determine whether they find the complaint substantiated in whole or part and, if so, what if any remedy should be granted to the complainant. Where the complaint relates to one or more specified Governors or the Clerk those persons shall withdraw and take no part in the discussion of the investigation.

The Clerk to the Corporation [or the Chair of the Corporation if the Clerk is the subject of the complaint] shall within 7 working days of the Corporation's determination of the complaint provide a written response to the complainant and to those who are the subject of the complaint confirming the decision of the Corporation in relation to the complaint, with reasons for its decision.