

# QUEEN ALEXANDRA COLLEGE

## External Complaints Procedure

QAC aims to deliver a professional, caring and welcoming environment to all visitors and external stakeholders at all times. The College expects everyone to be treated with dignity and respect at all times.

Students can refer to the Student & Client Concerns/Complaints Procedure which provides guidance on raising day to day concerns with relevant staff. Staff should follow informal procedures or the formal grievance process.

### **Informal Complaint**

If anybody feels that they need to comment or complain about their experience in their dealings with the College they are encouraged to inform a relevant College Manager in order that the matter can be addressed.

In many cases a concern is best resolved by relevant staff/managers who can respond informally and swiftly and should do so if possible and appropriate.

### **Formal Complaint**

A person who wishes to make a formal complaint can do so in writing to the Deputy Principal. If they do not wish to make a written complaint they may do so verbally to the Deputy Principal who will follow the formal route. All written complaints will be acknowledged in writing and a response will normally be sent within 2 weeks. This may take longer depending on the nature of the complaint, for example, an investigation has not been fully completed, but the complainant will be informed of progress or action taken.

The Deputy Principal will ensure investigation is carried out by the most appropriate Manager.

The Principal will be informed of the complaint but not of the details of the investigation. At the Principal's discretion, the Chair of Governors will be informed of the complaint.

The final outcome will be set out or be summarised in a written response to the complainant. It may be communicated verbally initially.

If the complaint is against the Deputy Principal, it should be addressed to the Principal who will follow the same procedure as above. If the complaint is against the Principal, the complaint should be addressed to the Chair of Governors (via the Director of Governance). Arrangements will then be made for the complaint to be

considered by a panel of Governors who have not previously been involved in the issue, within reasonable time.

### **Appeal**

If the Complainant is not satisfied that the matter has been resolved, they may bring the matter to the attention of the Principal within 7 days of the receipt of the outcome of the investigation. An appeal hearing will be held and will consider whether the investigation was full and complete and whether the outcome was reasonable considering the facts of the matter. If the investigation is not considered to be full and complete or the outcome unreasonable further action will be recommended.

Where possible the Principal will review within 5 working days of the appeal being received and a response will be given within 2 working days. Where the complaint is against the Principal the appeal will be heard by a panel of Governors within reasonable time.

This appeal is the final stage of the process.

If the complainant feels their concern has not been satisfactorily resolved they may contact the Local Authority that is funding the young person's place at College or the Education & Skills Funding Agency.

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

[complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk) or by post:

Customer Services Team  
Education & Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry CV1 2WT

A record of all complaints will be retained and reported to the College Management Team and Board annually, providing an analysis such as department involved, gender, ethnicity, disability, religion or belief, age or any other indicator of inequality.

This procedure is available in alternative formats and in Braille upon request.

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