

# Student Complaints Procedure

## 1. Introduction

At BSix your views are important to us. We take all complaints seriously and we will welcome them because they help us to improve our college. This Student Complaints Procedure may also be used by **parents/carers** if they wish to make a complaint on behalf of a student in their care. When you make a complaint there are a number of stages to go through, which are detailed below. Before you make a formal complaint please ensure you read this document fully.

## 2. Stage 1 – Informal Stage

We would encourage everyone to try to resolve their complaint informally first. It is usually best to talk to the person or people concerned first but if you cannot that you should contact your personal tutor who will speak to them for you.

If your complaint is not resolved you should speak to your Head of Department and they will arrange a meeting to include themselves, you and the person involved.

If you are not happy with result or feel that your complaint is still not resolved you can make a formal complaint.

## 3. Stage 2 – Formal Complaint

To make a formal complaint you must complete this complaint form. If you need another copy they are available in the Student Development Office, in the Library or on the Student Union Desk. If you want some help filling in the form ask your Personal Tutor or your Student Achievement Officer to guide you. Once you are sure that the complaint cannot be handled informally and you have completed the form, it should be handed in to the Central Office or at Reception. All formal complaints will be passed on to the Assistant Principal for Student Recruitment who will manage the complaint and in some cases appoint an investigating manager.

## 4. What Happens Next

You will receive a letter from the Assistant Principal for Student Recruitment informing you of the investigating manager. You will also be informed of the date when the investigation will be completed. Sometimes we will need to take statements from staff and/or other students about your complaint. When this happens, these documents will be kept in a confidential file. A meeting will also be arranged by the investigating manager so they understand your complaint and can ask any questions they need to clarify the situation. You are welcome to bring a parent/carer or friend with you during this meeting.

To investigate and reply to your complaint, it will normally take ten working days. In some instances it may take a little longer to investigate and when this happens you will be contacted by the manager investigating the complaint explaining why it is taking longer and you will be provided with another deadline date.

On some occasions, we are able to deal with complaints without appointing an investigating Manager. If this is the case, we will write to you with the outcome of your complaint within ten working days.

## 5. Outcome of your complaint

When the investigation is finished you will get a letter from the Assistant Principal for Student Recruitment that will tell you the outcome of your complaint and any actions the college are taking.

## 6. Appeal Process

If you are dissatisfied with the outcome of your complaint you can write to the Vice Principal for Student Development for your complaint to be reviewed. You will have five working days to register your appeal. Please state in writing why you are unhappy with the outcome and how you wish for it to be resolved. A meeting will be arranged to talk to you about your complaint and all the evidence will be reviewed. You will receive a decision in writing within ten working days.

### **Stage 1 (Informal)**

Discuss the informal complaint with the person concerned, the personal tutor and/or the Head of Department



### **Stage 2**

If you are still not happy complete a Complaints Form which can be found in the Student Development Office, in the Library or on the Student Union Desk.



### **Stage 3 (Investigation)**

During this time a manager will investigate your complaint and you will be provided with an outcome within 10 working days



### **Stage 4: (Appeal)**

If you are still not satisfied you can appeal by writing a letter to the Vice Principal for Student Development briefly explaining why you are still unhappy.

A decision will be made within 10 working days and will include a meeting with you to discuss your complaint

Please note that any formal complaint must be made in writing and include your full name, student ID and contact details. Anonymous complaints will be noted but not normally investigated. As much information as necessary must be included in the complaint relating to specific incidents, e.g. dates, times, locations. Complaints relating to the professionalism of staff or the quality of teaching, learning and assessment cannot be withdrawn once made.

# Complaint Form

**TO BE COMPLETED BY COMPLAINANT**

Student ID: .....

Forename: .....

Surname: .....

Contact Address: .....

Telephone Number: .....

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Email address: .....

**Reason for Complaint:** *(Explain your complaint here).*

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