

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 Curriculum Manager 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 Student Services. If you want some help filling in the form ask your Personal Tutor 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 Student Services. All formal complaints will be passed on to the Manager for Student Services who will manage the complaint and in some cases appoint an investigating manager.

4. What Happens Next

You will receive correspondence from the Manager for Student Services 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 an 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 Manager for Student Services 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 Experience 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 Curriculum Manager.

Stage 2

If you are still not happy complete a Complaints Form which can be found in Student Services.

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 Experience 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: _____

Reason for Complaint: (Explain your complaint here).

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