



COMPLAINTS PROCEDURE AND MONITORING PROCESS FURTHER EDUCATION

*This document will be made available in other languages and formats upon request from
Reaseheath College employees and students (or their parents/carers)*

Version:

Date of Issue October 2014

Review Date: July 2018

Lead Director Vice Principal

Persons Responsible for Update Vice Principal

Approved on: 28 October 2014

Approved by Senior Management Team

Published Staff Intranet, Student Intranet and Website

Date of Equality analysis July 2014



COMPLAINTS PROCEDURE AND MONITORING PROCESS FURTHER EDUCATION

COMPLAINTS PROCEDURE

What you should do if you are not happy with the service you have received from the College?

Complaints are important to us, as they assist us with the continuous improvement of our services.

You have the right to make a complaint about a product or service, if it does not meet your expectations. As well as having rights, you have responsibilities to the providers of the product or service; we would ask that you ask yourself whether you have fulfilled your responsibilities to us before you make a complaint.

How to make a complaint

The College would expect most minor complaints to be dealt with informally with the manager concerned. These procedures apply when issues cannot be resolved by informal arrangements.

For a complaint to be considered as a formal complaint it must be submitted to the College in writing. This may take the form of a letter, fax or email. In exceptional circumstances the College is prepared to accept a complaint over the telephone whereby a College administrator receives dictation from the complainant. In such circumstances the complainant will be asked to make clear the specific nature of the complaint.

If you are a student at the College you need to start at Stage 1.

If you are an employer, or a prospective student, or other client of the College, then you need to start at Stage 2.

If your complaint is against the Vice Principal then you need to start at Stage 4.

If your complaint is against the Principal then you need to start at Stage 5.

Stage 1:

Discuss the issue with your personal tutor or if (s)he is not available, you should go to Student Services. If your tutor (or Student Services) is unable to answer your complaint to your satisfaction, then they will refer you to an appropriate college manager to discuss the problem (stage 2). The manager you will be referred to will depend on the nature of your complaint.

Stage 2: (For students who have not been able to resolve their complaint)

Nature of the complaint	Manager responsible
Course provision and related Resources	Head of Department or Assistant Principal
IT	Head of Technical Services
Learning Resource Centre	Learning Resources Manager
Wardening and student support	Student Services Manager
Learning Support	Learning Resources Manager
Catering	Head of Catering
Accommodation	Student Services Manager
Transport (College-run)	Student Services Manager
Student finance	Head of Finance
Equal Opportunities/Harassment	Follow process laid out in the policy and student handbook
Careers guidance/Course information	Head of Marketing and Communications
Admissions	Head of Marketing and Communications

If you are not a student of the College, but an employer, a prospective student or other client, then you need to make contact with the appropriate manager, directly depending on the nature of your complaint. Your letter will be acknowledged within 5 college working days and you will usually receive a full response, in writing, within 10 college working days.

If the complaint has not been resolved to your satisfaction, then you have the option of referring your complaint to the Vice Principal. The Vice Principal who will deal with your complaint, as shown in **Stage 3**.

Stage 3: The Vice Principal will write to you to confirm that (s)he has received your complaint within 5 college working days. (S)He will investigate the issue, either personally or in conjunction with the appropriate manager(s). The Vice Principal may delegate any complaint to the appropriate Director should (s)he be absent or if it was felt this would expedite the matter.

The Vice Principal will reply formally, in writing, usually within 10 college working days.

Stage 4: If your complaint has not been resolved to your satisfaction, then you have the option of referring your complaint to the Principal. Your letter will be acknowledged within

5 college working days and you will receive a full response within 15 college working days of your receipt of the acknowledgement.

Stage 5: If your complaint is against the Principal you should write to the Clerk to the Board, Reaseheath College, Nantwich, Cheshire, CW5 6DF. Your letter will be acknowledged within 5 college working days and a full response will be given within 15 college working days of your receipt of acknowledgement.

Stage 6: If your complaint has not been resolved and you are still not satisfied in the final resort you can make a complaint to:-

- i. The Skills Funding Agency, Piccadilly Gate, Store Street, Manchester, M1 2WD, if your complaint is of a general nature or relates to Further Education or Work Based Learning provision; (Education Funding Agency (EFA), Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD if aged 16 – 18 years old; and the Skills Funding Agency (SFA), if aged 19+ years old);
- ii. To the Care Quality Commission, St Nicholas Building, St. Nicholas Street, Newcastle Upon Tyne, NE1 1NB, if your complaint relates to Care Standards for under 18 year old residential students.
- iii. To Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD if you are under 18 and your complaint was with reference to residential accommodation.

COMPLAINTS MONITORING

Background

The monitoring of complaints received by the College forms an important part of the quality assurance process. Monitoring enables the College to identify trends and common issues that may be raised by our customers. It also allows the College to determine how successfully it has dealt with the complaints and whether these have been resolved to the satisfaction of the complainant. The College monitors its complaints and reports through the Further Education and Higher Education Academic Board meetings, the Quality and Standards Committee and the Reaseheath College Board, on a regular basis.

Complaints relating to Equality and Diversity, including Race Relations, will be identified as such on the reports.

Complaints are monitored three times per year. Monitoring will be administered through the Vice Principal. All complaints (at stage 2) received by academic and functional managers will need to be recorded by that manager.

It is important to ensure data protection requirements are adhered to and therefore no names or specific details that can identify an individual will be recorded.

All complaints at stage 3 and beyond will need to be received in writing from the complainant.

The collection of this information will be administered through the Vice Principal's PA, in order for this report to be discussed at the Further Education and Higher Education Academic Board meetings, prior to progressing to the Quality and Standards Committee on a termly basis and, from there, via the Minutes to the full Board.

Finally:

It helps us to know when our services are working well or you have ideas for improvement. So even if you have no complaint, we would still like to hear your comments about our services.

Author/Reviewer	Vice Principal
Date of last revision	June 2014
Authorising body/Date	Executive/28 October 2014
Date of next review	July 2018
Equality Analysis	July 2014
Published on: Staff Intranet, Student Intranet. Website	



Equality Analysis Form

1. Author: Dave Kynaston Date analysis commenced: July 2014

2. Brief Description of Strategy, Proposal, Policy, Procedure or Practice

Complaints Procedure and Monitoring Process

To explain the process by which any formal complaints addressed to the College are dealt with and to supply expectations within which a response will be received.

Revised / ~~New~~

3. Relationship where appropriate with other policies/procedures or practice

This policy has an inter-relationship with:-

HE Complaints Policy

4. Does the Strategy, Proposal, Policy, Procedure or Practice impact on the College learners, employees or others? If yes, the document is 'equality relevant.' If not please record the reasons for this decision.

Equality relevant.

5 i Who are the Key Stakeholders involved with this analysis:

Staff Partnership Forum
Reaseheath Students
Employers
Equality & Diversity Committee

5ii Identify source of stakeholder views:

Staff Partnership Forum
Student Association
Equality & Diversity Committee

6. Summarise the key comments and evidence from stakeholders which reflects upon how the proposed document assists in meeting the three aims of the Public Sector Equality Duty:*

The Complaints Procedure applies equally to all groups.

What evidence has been collated to inform this analysis. If there is no evidence available, detail should be provided for this decision.

Characteristic	Comments
Age	No issues specific to this group
Disability	No issues specific to this group
Gender	No issues specific to this group
Transgender	No issues specific to this group
Race or ethnicity	No issues specific to this group
Religion or belief	No issues specific to this group
Sexual orientation	No issues specific to this group
Pregnancy / maternity	No issues specific to this group
Marriage or Civil partnership (only in respect of eliminating unlawful discrimination)	No issues specific to this group

No major change needed: ~~YES~~/NO Adjustment required: ~~YES~~/NO

SMART actions required to address any Equality & Diversity issues raised through consultation:

Proposed Date of Equality Analysis review: July 2018

When this form is completed, please send it with the relevant Strategy, Proposal, Policy, Procedure or Practice for validation by the Senior Management Team.

Authorised by the Senior Management Team:

Date: 28 October 2014

Copy to the Clerk to the Board (Policies only)

Date: 30 October 2014

Copied received by the PA to the Clerk to the Board

Date: 30 October 2014