



COMPLAINTS PROCEDURE

AREA: | **Personnel**

TOPIC: | **Formal Complaints Procedure – external**

Occasionally things go wrong and it is important that you tell us about it at once so that we can try and put it right. This procedure applies to complaints received from an individual, group or organisation external to the College. It is used to investigate and resolve complaints which do not fall into categories already covered by other College complaints procedures, namely:

- Staff Grievance Procedure
- Student Complaints Procedure
- Complaints Against the Corporation.

The procedure aims to resolve complaints at the earliest possible stage, and in a fair and consistent manner.

Stage 1 (informal)

If you have a complaint to make about any aspect of the College's service you should in the first instance discuss the issue with the manager responsible for your area of concern. Every attempt should be made to resolve the complaint informally before proceeding to Stage 2.

Stage 2

If your complaint has not been resolved at Stage 1 and you wish to take it further, you should write to the Principal and Chief Executive. A full explanation of your complaint should be provided at this stage together with your contact details.

Your complaint will be acknowledged by the Principal and Chief Executive's office within 3 working days of receipt.

The Principal will ask the Senior Manager responsible for the area that you have complained about to investigate the matter. The investigation could be conducted in a number of ways, for example, a discussion with staff involved, a discussion with yourself, and/or a review of procedures and documents.

The Senior Manager will then respond in writing within ten working days. You will be informed in writing if the Senior Manager requires a longer period of time in which to investigate the matter.

Stage 3

If you are not satisfied with the response received at Stage 2 and wish to take matters further you should write to the Principal and Chief Executive again. Your letter should detail the complaint and why you are not satisfied with the outcome at Stage 2.

The Principal and Chief Executive will then consider your complaint, review the investigation undertaken at Stage 2 and respond in writing within ten working days of receiving your letter. You will be informed in writing if the Principal and Chief Executive requires a longer period of time in which to consider your complaint.

Stage 4

If you are not satisfied with the response received at Stage 3 and wish to take matters further, you should write to the Chair of Governors via the Clerk to the Corporation, at Herefordshire, Ludlow and North Shropshire College, Folly Lane, Hereford, Herefordshire, HR1 1LS. Your letter should detail your complaint and why you are not satisfied.

The Chair of Governors will consider your complaint, review the investigation and/or written evidence and respond in writing within ten working days of receiving your letter. You will be informed in writing if the Chair of Governors requires a longer period of time in which to consider your complaint.

Any decision made by the Chair of Governors is the final stage in the College's procedure.