

## Complaints Procedure

The college is committed to ensuring the best possible student experience for all, but we accept that, on occasion, things can and do go wrong. The Complaints Procedure is designed to ensure that any concerns and problems you may have in connection with the college are aired and resolved quickly, fairly and consistently. Complaints may concern a college service or process, the physical environment or the actions, performance or decisions of one or more members of college staff.

### Informal resolution

Because every situation is different, we ask that in the early stages of any complaint being raised, an attempt is made to resolve the problem informally and with the member of staff most relevant to the situation. Students may find it helpful to seek support in going about this by consulting their Tutor or a teacher. A parent or member of the public needing to make a complaint, should feel able to seek advice or clarification from our HR department which can be found on the first floor of Orient House.

### Making a written complaint

If an informal approach is either inappropriate or has not successfully resolved the issue, a 'Complaints Procedure' form is available at the main college Reception. This form should cover most eventualities, but where it does not, a formal complaint may also be made by writing a letter. Your letter should be dated and should state that you wish to raise a formal complaint under the college's complaints procedure. It should also contain your full name and provide a good level of detail about your concern or complaint. Your letter can be handed in at Reception or at the HR Office which is located in room O22 in Orient House.

What happens next?

- You can expect an acknowledgement of any written complaint with 5 working days of our receipt of the complaint. Depending on the complexity of your complaint, we would hope to offer a detailed response within a further 10 working days. You may be asked to meet with the person investigating your complaint, perhaps to provide further information or to clarify one or more points.
- The college will usually seek to involve the relevant departmental manager in investigating a complaint. In most cases, the complaint will be investigated by a member of the college's Senior Leadership Team.
- Every effort will be made to rectify the situation that led to your complaint. After giving full consideration to the issues raised in your complaint, we will communicate the outcome to you. This may be in the form of a meeting to which you will be invited, but this will always be followed up by a written confirmation of the final outcome of the complaint.

### Your right to appeal

If you are unhappy with the outcome to your written complaint, you have the right to appeal to the Principal. You should do this in writing, stating your original complaint and your reason for

requesting an appeal. The Principal will arrange to meet with you to discuss your complaint and the reasons you are unhappy with the outcome of the written complaints process. Whatever decisions are taken by the Principal in connection with your complaint are final and represent the final stage in the college's Complaints Procedure.

Where the nature of the original complaint specifically concerns the actions, performance or decisions of the Principal, the complaint will be investigated by a member of the college's Senior Leadership Team. In this case, appeals may be made by writing to the Chair of Governors at the following address: Clerk to Corporation, Leyton Sixth Form College, Essex Road, Leyton E10 6EQ