



GOVERNANCE

Complaints Against The Governing Body

Introduction

Anyone can make a complaint about the College, if they have a relevant interest. There is a full procedure for dealing with such complaints, which is freely available from the College Office. Complaints about teaching, guidance, resources or management decisions thought to be unreasonable would normally be dealt with through this procedure which provides for appeal to the Governing Body.

If, however, there is a complaint against the decisions or behaviour of a governor or the governing body, there is a separate procedure, which is explained below.

The College and governors will be unable to deal with complaints, which fall outside their authority or if there is a more appropriate form of redress, such as a complaint against an external agency or if the issue is subject to legal proceedings.

Informal Complaints

An informal complaint should be notified to the Clerk to the Corporation, who will make a full analysis of the nature of the complaints and give either a full or a preliminary explanation within ten working days.

It is intended that complaints would normally be dealt with at this level. Complainants, who are not satisfied by the initial response, should make a formal written complaint.

Formal Complaints

Formal complaints will be in written form, will be acknowledged within ten working days and investigated fully.

Formal complaints will be the responsibility of the Clerk to the Corporation, who will make a full analysis of the nature of the complaint. The decision and proposed actions will be communicated to the complainant within fifteen to twenty working days of the complaint and it will be established whether the complainant is satisfied with the outcome.

If the complainant is still dissatisfied the matter will be referred for independent review to the FEFC, which produces a leaflet explaining its complaints procedures.

All records of any complaint will be kept in the College Office for a minimum of three years.

It is intended to deal with complaints as speedily, effectively and objectively as possible and the above procedures are designed to achieve this.