

Process for: Stu 2j	Complaints Policy and Procedure
Process owner:	Deputy Principal, Curriculum, Performance and Innovation
To ensure that:	There is an open and accessible process in place for feedback and complaints to be made to the college and a defined process for dealing with feedback and complaints.
Which applies to:	All students (including apprentices), parents (and guardians), employers, stakeholders, visitors and members of the public
Monitoring and evaluation:	A record of all formal complaints is kept by the Principal's PA with a report being made by the Deputy Principal, Curriculum, Performance and Innovation to the Curriculum and Quality Committee of the Corporation.

Introduction

BCoT aims to provide the highest possible standard of service to everyone we engage with – students (including apprentices), parents, employers, stakeholders, visitors and members of the public. However there will be occasions when this has not been achieved and we welcome feedback to help us improve and to address concerns or issues that have arisen.

Our intention is to make it as easy as possible for feedback, including complaints, to be made and for someone making a complaint (“the complainant”) to understand how the college will act upon the complaint.

We aim to respond quickly and positively and to reach an outcome that is satisfactory and fair for all concerned.

The key personnel in the college involved in the handling of complaints are:

Alexis Smith
Assistant Principal Student Voice and Foundation Learning
Email: alexis.smith@bcot.ac.uk
Telephone: 01256 306471

Anthony Bravo
Principal
Email: anthony.bravo@bcot.ac.uk
Telephone: 01256 306205

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PA to the Principal
Email: [rae } ^ Ô! \[, | ^ @bcot.ac.uk](mailto:rae } ^ Ô! [, | ^ @bcot.ac.uk)
Telephone: 01256 306201

If you require any support or advice regarding our complaints procedure, including if you need help to make a complaint, you should contact the Assistant Principal or the PA to the Principal.

This policy aims to ensure that college safeguarding objectives are met. A complaint that

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Step 2 – handling a complaint

Informal early resolution

- The college will aim to achieve an early resolution with the complainant, without escalating the matter to a formal process.
- Indicatively the college would aim to resolve most complaints through the informal process within 10 working days of receipt of the complaint.

Formal stage

- If an early resolution cannot be achieved then the complainant should submit their complaint in writing to either the Principal or the Assistant Principal
- The complaint will then be investigated by a member of staff with appropriate authority and not connected with the issue.
- The complainant may request a meeting with the investigating officer and the investigating officer may request a meeting with the complainant. Evidence may also be requested from the complainant.
- The complainant may request to be represented through the process, but this is subject to agreement with the college.
- Mediation and conciliation will be considered if it is thought that may help to resolve the issue.
- The investigating officer will provide a response to the complaint confirming the outcome of the formal review, whether the complaint is upheld and any actions that are to be taken.
- The college will aim to complete this process with expediency but this will depend on the complexity of the case and the availability of key people to progress the investigation. The formal stage may take between 15 and 45 days to complete and the complainant will be kept informed of progress throughout this period.

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If the complaint relates to Higher Education provision, in addition to the procedures outlined above the college may involve the awarding body or validating institution where the matter cannot be resolved within the college. If after exploring all avenues the student is not satisfied, they can request a Completion of Procedures letter in order to refer their complaint to the Office of the Independent Adjudicator. (see link below)

<http://oiahe.org.uk/making-a-complaint-to-the-oia/how-to-make-a-complaint.aspx>

Complaints regarding the Principal or College Board of Governors

These complaints must be recorded as described above but should be sent directly to the Clerk to the Governors. Email simon.burrell@bcot.ac.uk

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