

Complaints Procedure



Trafford College

Reviewed By: Director of Human Resources and Performance	Review Date: February 2017
Approved by: Vice Principal Corporate Services	Approval Date: February 2017

1. The purpose of this procedure is to set out the College's approach to continuous improvement and feedback, but also to provide a clear process to be followed in the event of a complaint. A complaint is any expression of grievance that a college service has failed or is failing to meet reasonable expectations, or that a member of staff or a student has behaved or is behaving unreasonably.
2. The Procedure applies to complaints raised by students, parents, guardians, employers, customers or the general public in relation to college activities, staff and provision. The procedure is not applicable to staff members who have a grievance against an individual person such as another staff member or student. Such grievances are the subject of a separate staff grievance procedure. This procedure specifically excludes complaints relating to the Trafford College Admissions Procedure and Assessment Appeals as other procedures apply. For those on Higher Education Programmes and in line with the policies set by the Office of the Independent Adjudicator for Higher Education this procedure also excludes complaints about: Student employment; Matters already considered by a court or tribunal, unless formally stayed; Academic judgement or teaching quality.
3. This procedure should be used in the event of any person disputing the College's delivery of standards as outlined in the Student Charter or:
 - a. Wishing to provide feedback to enable the College to improve in any aspect
 - b. Deficiencies in standards of service (which might include problems with support facilities such as welfare, accommodation and teaching facilities).
 - c. Dissatisfaction with standards of teaching provision (for example, the basic academic framework such as structure, arrangements for assessment and information provided about a course).
 - d. Dissatisfaction with the arrangements of the provision for tuition.
 - e. Other deficiencies in the quality of the student experience.
 - f. To pass on feedback of a positive nature that might lead to further positive experiences
4. All staff have a responsibility to listen and try to resolve concerns at the point of origin. Directors are responsible for acknowledging, investigation and resolving formal complaints within their area of responsibility. Vice Principals are responsible for considering Appeals against the findings of an investigation into a complaint. The Quality Manager is responsible for the operation of the complaints procedure, including the recording, analysis and reporting on trends in and issues around complaints, compliments and feedback.
5. The college will keep a complaint confidential in as far as is necessary to comply with its data protection obligations. No complainant or person complained against will be discriminated against while the complaint is being dealt with. The college cannot guarantee confidentiality and it may deem it necessary to divulge certain information if the college believes there is a Health and Safety or Safeguarding risk. The college confirms to students as part of their induction that it will share information with

parents/carers if the student is aged 18 years of age or under on the 31st August in the year they enrol.

- 6 The college is not able to disclose personal data (even to parents) if the student opted out at induction, or is aged 19 years of age or over, because of the provisions of the Data Protection Act 1998. The Act establishes a set of principles and conditions about the use and disclosure of personal data with which the college must comply; this means that the college cannot pass on information about its students unless it is permitted to do so under the Act. In the event of a parent, or other relative approaching the college with a view to making a complaint on the students' behalf, the college cannot disclose personal data unless the student has given confirmation for the information to be released. However if a student has consented to the release of information the college is happy to comply. The college will do this by asking the student to send an email from their college email account stating they are happy for us to speak with a specified person about a particular matter. With regards to learners within the Supported Learning Curriculum Area we will apply the Mental Capacity Act to determine whether a young person/adult under 24 years is able to understand and give consent.
- 7 Complaints of a minor nature should be raised immediately with any relevant member of staff. Although such issues will be addressed informally, staff are required to log brief details of informal complaints for internal monitoring purposes. Where issues cannot be resolved informally at point-of-origin, individuals may wish to make a formal complaint using the process outlined below.
- 8 The individual should lodge their formal complaint using either: the Complaints Form; email directly to the Quality Manager; or in person to a member of staff who will be expected to complete the logging process on their behalf.
- 9 All formal complaints will be acknowledged within one working day using a standard template and forwarded for investigation to the departmental Complaints Officer (eg Director).
- 10 All formal complaints will be fully investigated and responded to within 5 working days. The response will include relevant details about the investigation, conclusion and any required corrective action. The Quality Manager will be responsible for checking any response letters and issuing on behalf of the College to the complainant, as well as advising of any additional means of communication.
- 11 If the complainant remains dissatisfied, they may appeal in writing to a Vice Principal, who will investigate further and respond within 10 working days.
- 12 For those on HE programmes, a "Completion of Procedures" letter will be issued within 28 days of the decision advising the complainant of the appeal mechanism to the Office for the Independent Adjudicator. Where the complainant is not on a HE programme a letter will be issued within 28 days of the decision advising the complainant of the appeal mechanism to the Skills Funding Agency Complaints Team.

TRAFFORD COLLEGE COMPLAINT FORM

1. The Complainant - About You?

Title (Mr/Mrs/Miss/Ms/Other):

Full Name:

Email:

Contact Telephone Number:

Do you want someone to support you, if so who and are you happy for us to speak with this specified person about your complaint?

2. How have you tried to resolve the issues so far?

(i) Which members of staff have you raised your concerns with?

(ii) When did you raise your concerns with them?

(iii) What was the outcome of their consideration and why do you remain dissatisfied?

3. Summary of your complaint

4. Outcome

What would you like to see as the outcome to your complaint?

DECLARATION

I confirm that the information I have provided is correct to the best of my knowledge and I give my consent for appropriate staff to have access to the information provided in relation to this complaint.

Name:

Date:

Please send this completed complaint form to:

Quality Manager via email / in person / post

Equality Monitoring

Equality Monitoring can help us to identify if we have a particular problem or issues that affect particular groups of people and can help us identify trends of concern.

Gender (Please tick as appropriate)

What is your gender?	Male		Female	
Is your gender identity the same as the gender you were originally assigned at birth?	Yes		No	

Ethnicity (Please tick as appropriate)

To which of these groups do you consider yourself to belong

Asian		Black	
Asian or Asian British – Bangladeshi		Black or Black British – African	
Asian or Asian British – Indian		Black or Black British - Caribbean	
Asian or Asian British – Pakistani		Black or Black British – Other	
Asian or Asian British – Other			
White		Mixed	
White British		Mixed – White and Black African	
White – Other European		Mixed – White and Black Caribbean	
White – Any Other		Mixed – White and Asian	
Chinese		Other	
Chinese		Other ethnic group	
Prefer not to say			

Marital Status (Please tick as appropriate)

Married		Civil Partnership	
Single		Other	
Prefer not to say			

Sexual Orientation (Please tick as appropriate)

Heterosexual		Gay	
Lesbian		Bisexual	
Prefer not to say			

Age (Please tick as appropriate)

Under 21		21-25	
26-35		36-45	
46-55		56-65	
65 plus			

Disability (Please tick as appropriate)

The Equality Act 2010 defines a person as having a disability if he or she “has a physical or mental impairment which has a substantial and long term, adverse affect on their ability to carry out normal day to day activities.

Do you consider yourself to have a disability?	Yes		No		Prefer not to say	
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If yes, please indicate the nature of your disability

Blind, Visual Impairment		Deaf, Hearing Difficulties	
Mental Health Condition		Mobility Impairment	
Chronic Illness		Other	

Religion/Belief (Please tick as appropriate)

Christianity		Hinduism	
Islam		Sikhism	
Judaism		Buddhism	
Other		Prefer not to say	