



# Complaints Procedure

## **Complaints Procedure**

### **What is a complaint?**

There is no single definition of a complaint. Differing organisations have different approaches. Being prescriptive would not recognise the diverse population of Cheadle and Marple Sixth Form College.

The British Standard for complaint management defines a complaint as:

“...any dissatisfaction (with an organisation) whether justified or not”  
(BSI, 1999)

The Local Government Ombudsman suggests a complaint is:

“...an expression of dissatisfaction... about... action or lack of action about the standard of service.”

A complaint is not the same as an allegation, e.g. discrimination, harassment. Cheadle and Marple Sixth Form College has a single Equality Scheme which outlines the generic procedure for handling such cases. Copies are available from Reception.

All complaints will be dealt with impartially, objectively and professionally. All complainants need have no fear that there might be adverse treatment of themselves because they have made a complaint.

### **How to make a complaint**

1.0 If you are dissatisfied in any way, you should try to talk with the staff member most immediately concerned with your problem.

The names of people in charge of each subject or service will be displayed in the relevant areas around the College and are available from Reception. It is anticipated that in most cases your concerns can be resolved.

2.0 If your concerns are not resolved then we would encourage you to follow the procedures outlined below:

1. A complaint can be made in writing, by telephone or in person.
2. All complaints must be made to the Principal's Personal Assistant who will log the details into the complaints database.
3. The Principal's Personal Assistant must acknowledge the complaint by letter. This will be done within 3 working days from receipt of the complaint.

4. Details of the complaint and any supporting information will be sent to the relevant member of the Senior Leadership Team (SLT) for investigation. In the case of a complaint against a member of the SLT, the investigation will be carried out by a member of the Principalship.
5. The person responsible for the investigation will ensure that the root cause is identified and that wherever necessary, corrective action is planned. This will be recorded on the second page of the Complaint Form.
6. The procedure must be completed within 8 working days from the receipt of the complaint, unless circumstances require a longer period of investigation and this is agreed with the Principal's Personal Assistant.
7. Once the investigation has taken place, the supporting information and evidence of corrective actions will be returned to the Principal via the Principal's Personal Assistant.
8. The Principal or the Principal's Personal Assistant will then contact the complainant by letter or by telephone, whichever is appropriate, stating the outcome of their complaint.
9. All relevant information would be retained by the Principal's Personal Assistant.

### **Appeals**

1. Appeals to the outcome of a formal complaint should be made to the Principal or the Clerk to the Corporation where the Principal has investigated the original complaint. The appeal must be in writing setting out the reasons for the continued concern. The Principal or Clerk will acknowledge the letter within 3 working days. Upon further investigation the Principal or Clerk will inform the complainant in writing of the outcome:
  - Whether or not the appeal has been upheld
  - What action the college will take
  - If necessary, refer the complainant to the appropriate bodies below.

### **Further contacts to whom the complainant may be referred:**

**Clerk to the Corporation**  
Cheadle and Marple Sixth Form College  
Cheadle Road  
Cheadle  
SK8 5HA

## **Monitoring**

1. In order to ensure that there are no adverse consequences the Principal or Principal's Personal Assistant could make random or specific customer satisfaction checks.

Questions could include:

- Did our response answer your complaint?
- Did we understand your complaint?
- Were you kept informed?
- Is your complaint resolved?

**QUALITY ASSURANCE FORM**  
**COMPLAINT FORM**

Once you have completed the complaint form (p.1 only) you can either hand it into College reception in a sealed envelope marking it for the attention of the Principal, or post it to the following address:

Principal's Personal Assistant  
Cheadle & Marple Sixth Form College  
Cheadle Road  
Cheadle  
Stockport SK8 5HA

If you would prefer to telephone, please ring 0161 486 4611 in order to speak to the Principal's Personal Assistant.  
In the sections below, please provide as much detail as possible about the complaint:

<b>Full name of person making the complaint:</b>		
<b>Date complaint occurred:</b>	<b>Date complaint made:</b>	<b>If you are a student Student ID No:</b>
<b>Does the occurrence directly concern you? YES/NO</b>	<b>If not, who?</b>	
<b>Full postal address of complainant/contact details:</b>		
<b>Telephone:</b>		
<b>Details of complaint/concern:</b> (Please provide as much detail as possible, attaching any supporting documents/evidence):		

Your complaint will be dealt with by the member(s) of the Senior Leadership Team directly responsible for the service against which your complaint has been made.

<b>Sent to:</b>	<b>Logged:</b>	<b>Date:</b>
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FOR OFFICE USE ONLY

<b>College Reference No: CC/</b>			<b>Initial letter sent to complainant: YES/NO</b>		
<b>Complainants Intentions/requests ✓</b>	Written response?	Meet with Tutor?	Meet with HOS?	Meet with Deputy Principal?	Meet with Principal?
<b>Is the complainant a:</b>	Student	Parent	Local Resident	Other (please specify)	
<b>Complainant details:</b>					
<b>Name</b>	<b>Gender</b>	<b>Date of Birth</b>	<b>Learning Difficulty</b>	<b>Campus</b>	
<b>Ethnicity:</b>					
White-British		Asian or Asian Pakistani (13)		Chinese (18)	
White-Irish (24)		Asian or Asian British–other (14)		Mixed-white Asian (19)	
White-other (25)		Black or black British–African (15)		Mixed-white and black African (20)	
Asian or Asian British– Bangladeshi (11)		Black or black British–Caribbean (16)		Mixed-white and black Caribbean (21)	
Asian or Asian British–Indian (12)		Black or black British–other (17)		Mixed-other (22)	
				Other (98) – please state	
<b>Copies of complaint for investigation sent to:</b>					
<b><u>Results of initial investigations to establish potential/root causes(s) of problem:</u></b>					
<p><b>Signature:</b> _____ <b>Date:</b> _____</p> <p><b>JUSTIFIED/NOT JUSTIFIED</b> (delete as appropriate). Please attach relevant report/evidence resulting from investigation.</p>					
<b><u>Corrective/Preventative action taken/proposed</u></b> (with timescale and directed responsibility):					
<p>_____</p> <p>_____</p>					
<p><b>Signature (as appropriate):</b> _____ <b>Date:</b> _____</p> <p><b>Co-signatory (as appropriate):</b> _____</p>					
<b>What is the complainant’s required outcome?</b>			<b>Has this been achieved? YES/NO</b>		
			If not, why not?		
			<b>Can the complaint be closed off? YES/NO</b>		