COLLEGE COMPLAINTS PROCEDURE

The College is committed to the equality of opportunity and to a proactive approach to equality, which supports and encourages under-represented groups, promotes inclusivity and values diversity.

1. INTRODUCTION

1.1. At Wyggeston and Queen Elizabeth I College we aspire to excellence in all aspects of our work with students and are committed to the continuous improvement of the education and service we provide. We aim to listen carefully to the views of our students and others and to be a College which is self-critical and willing to learn.

1.2. We do recognise, however, that from time to time, an individual may feel that the College has fallen short of these high standards of education and service. When concerns or issues arise we will treat these concerns and issues seriously, respond promptly, and investigate fully so as to resolve the matter in a fair, timely and appropriate way.

1.3. We recognise too that complaints are an important source of feedback. Complaints will be monitored and analysed and we will use this feedback to help bring about continuous improvement in our work.

1.4. Under this procedure, a complaint is an expression of dissatisfaction concerning the College’s provision of teaching, learning support or other services the College provides and the purposes of this procedure are:
   - To make it as easy as possible for someone to tell us of his or her dissatisfaction
   - To investigate and address any potential shortfall or deterioration in the service we provide
   - To help us improve services and provide a means of feedback

1.5. This procedure sets out the process by which complaints will be handled and is designed to ensure a fair, consistent and open approach.

1.6. This complaints procedure can be used by students, parents/carers and other users of the College’s facilities or services.

1.7. The following types of complaint will not be dealt with under the attached complaints procedure:
2.1. If you have a concern, you should in the first instance take it up with the member of staff or person responsible for the area concerned. In most instances we should be able to resolve your concern swiftly, informally and locally through this means. As a student, if you find this difficult you should discuss this matter with your progress coach/personal tutor or your Guidance Manager.
2.2. Every effort will be made to resolve the concern to your satisfaction. Issues or problems that are resolved in this way will not be logged as formal complaints.

2.3. If the issue is not resolved in this way then you may wish to refer the matter to Stage Two as a formal complaint. There may also be instances where it is appropriate for a complaint to be referred directly to Stage Two without first going through Stage One, for example where the matter complained about is complex or sensitive in nature.

3. FORMAL COMPLAINTS

Stage Two

3.1. Formal complaints can be made either by letter or by using the complaints form. This form can be obtained from reception, or can be downloaded from the College website at [www.wqe.ac.uk](http://www.wqe.ac.uk). Formal complaints should be addressed to the Vice Principal (Curriculum and Guidance).

3.2. When a complaint is received it will be recorded in the complaints file and passed to a member of the College Leadership Team, normally the Vice Principal (Curriculum and Guidance). The Vice Principal may investigate and/or determine the complaint or may nominate a manager who will be responsible for investigating and/or determining the complaint.

3.3. We will send written acknowledgement of a formal complaint within five days College working days of receipt and will undertake to provide a full response as far as possible within ten College working days of its receipt. Should there be a delay, we will notify you and give reasons. You will be notified in writing of the identity of the manager who will deal with and determine the complaint.

3.4. In dealing with the complaint, the Vice Principal and/or any manager nominated under section 3.2 may wish to talk to you and/or to other individuals, and/or to call for other information, to clarify their understanding of the issues and in order to reach a determination of the complaint.

3.5. The outcome of the complaint will be given to you in writing by the relevant manager. This will provide information on the outcome of any investigation and, if appropriate, what action the College intends to take to resolve the issue. Information relating to the outcome may also be provided to any individuals who have been the subject of the complaint.

Stage Three

3.6. If you are unhappy with the response to your complaint under Stage Two, then you may request an appeal of the Stage Two decision by writing to the Principal within ten College working days of the date of the written Stage Two decision.

3.7. An appeal may be requested on one or more of the following grounds, that:

- new material information is available which was not previously reasonably available
- the complaints procedure was not followed
• the decision reached under Stage Two is unreasonable.

3.8. A written statement outlining the reasons for the appeal should be submitted to the Principal. The Principal may nominate another member of the senior management team to deal with and determine the appeal. (If the complaint was determined under Stage Two by the Principal, the appeal will be passed to the Chair of the Corporation who will be responsible for deciding how it should be dealt with.

3.9. In dealing with the appeal, the Principal (or other relevant person where the Principal is not dealing with the appeal) may wish to speak to you and/or to other individuals, and/or to call for other information, to clarify their understanding of the issues and in order to reach a determination of the appeal.

3.10. The Principal (or other relevant person where the Principal is not dealing with the appeal) will determine whether or not the appeal is upheld (in whole or in part) and the outcome following that determination. You will be provided with a written decision, with reasons, normally within ten College working days of receipt of your letter requesting an appeal. The outcome of the appeal will be final. Where the appeal is upheld (in whole or in part), the Principal (or other person, as relevant) may substitute their own decision for the decision made under Stage 2, refer the matter back to Stage Two to be reviewed or considered afresh, and/or make recommendations to the appropriate College manager.

Stage Four

3.11. If, having exhausted the College’s complaints procedure, you remain dissatisfied with the College’s handling of your complaint, you may refer your concerns to the Education Funding Agency. You should make any such referral within three months of the date of the College’s decision with which you are dissatisfied. Their address and phone numbers are:

Education Funding Agency
53-55 Butts Road
Earlsdon Park
Coventry
CV1 3BH

Learner line: 0800 121 8989
E-mail: learnersupport.EFA@education.gsi.gov.uk

Member of staff responsible for this policy: The Principal
Date Approved by the Corporation: 5 October 2016
Date when the Policy will be reviewed: Spring term 2019
COMPLAINTS FORM

Please outline the details of your complaint on the form overleaf. If you are a student at the College please provide your name and student number. If you are not a student, please provide us with your name and contact details – address and telephone number.

A copy of our Complaints Procedure can be found on the College website at www.wqe.ac.uk Alternatively you can request a copy at reception.

Your completed form should be forwarded to the Vice Principal (Curriculum and Guidance) in one of the following ways:

By email to: complaints@wqe.ac.uk
By post to: Wyggeston and Queen Elizabeth I College University Road Leicester LE1 7RJ
By hand to: Reception, addressed for the attention of the Vice Principal (Curriculum and Guidance)

If your complaint relates to the Principal or the Clerk to the Corporation, the complaint should be sent to the Chair of the Corporation, by post to the above address.

On receipt of your complaint we will send an acknowledgement within five College working days and will let you know who will be handling your complaint.
# COMPLAINTS FORM

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**Complaint Details**  
(In this section it would be helpful if you could provide an indication of the outcome you are seeking)

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