

Complaints Policy and Procedure

BUILDING FUTURES C HANGING LIVES

We are committed to Equality and Diversity and to selection on merit. We welcome applications from all sections of society.



Anyone who feels it appropriate to express dissatisfaction is offered the opportunity to raise openly with full assurance that they will be dealt with courteously, fairly, objectively and in a timely manner.

To be certain of consideration, the complaint must be lodged within three months of the event.

Burnley College constantly seeks to improve the services it provides and welcomes feedback which may, from time to time, include dissatisfaction with aspects of its services. The outcomes from such complaints are used to support the continuous improvement of the College.

Procedure

Making a Complaint

Stage 1 – Informal

Issues that appear straightforward and potentially easily resolved may be directed to any relevant member of staff in order to seek an early resolution.

Stage 2 - Formal

Where a complaint cannot be resolved satisfactorily through the Informal route you must complete a Formal Stage 2 Complaint Form and post to:

Simone Lomas
Head of Central Services
Burnley College
Princess Way
Burnley
BB12 0AN

Any concerns relating to young people and adults with additional needs who are suffering, or are likely to suffer, significant harm, e.g. by neglect, physical injury, sexual abuse or emotional abuse or any aspect of bullying, harassment or coercion will be directed to the Safeguarding team.

Where a complaint is made by a guardian on behalf of a student over 18 years of age, the College must receive permission in writing from the student involved in order to give their permission to share their personal details with their parent/guardian.

Acknowledge, Record and Monitor

All formal complaints will be recorded and acknowledged within five working days and monitored until conclusion within Central Services. A central log of complaints and appeals against complaint outcomes are maintained and monitored by the Head of Central Services. A full list of complaints are reported annually to the College Governing Board.

Investigate

The Head of Central Services will assign a College Manager to investigate the formal complaint. During this stage the complainant may be contacted for further information or may be invited in to meet with the Investigating Manager, you will be allowed to attend with a suitable representative.

Outcome

Following the investigation, the Head of Central Services will respond to the complainant within twenty working days, unless otherwise advised. If you are not satisfied with the outcome you have the right to appeal against the outcome.

Redress (University Students)

Redress is what is offered to the complainant if the investigation concludes that there should be a remedy offered to address the problems raised. Redress will fit the circumstances of the case and may include one or more of the following;

- an apology
- an opportunity to repeat the experience under better circumstances (not applicable to academic assessment process or results which constitute academic judgment)
- the provision of a change to the organisation or nature of the University's service or facilities or regulations if found at fault
- any other appropriate action

Stage 3 – Appeal/Review

The complainant has the right to appeal against the outcome of the complaint. This should be lodged with the Head of Central Services within five working days of receipt of correspondence (stating the outcome of the investigation into the formal complaint). The grounds of appeal and any actions sought must be clearly stated at the time of making the appeal. The Assistant Principal (University and Sixth Form), Deputy Principal, or their nominee, will review the formal investigation and consider the following options:

- * New evidence or circumstances have become known, which could not have reasonably been made known at the time of the complaint
- * The investigation was not conducted fairly or according to procedure and this may have affected the outcome
- * The decision and outcome of the complaint were unreasonable

Burnley College aims to conclude the Appeal process normally within twenty working days and will contact the complainant with the outcome. This decision constitutes the final stage of the College Complaints Policy and Procedure.

Please note – If you are a University student and you are not satisfied with the outcome of your complaint and it is a specific concern about the quality of your learning opportunities, you may request a review of the awarding University's Complaints Procedure. You must do this within fifteen working days of the Colleges final response and enclose a copy of that response to show that you have exhausted the Colleges internal procedures. At the conclusion of this procedure you will be issued with a Completion of Procedures (CoP) letter by the awarding University, which will allow you to then refer your complaint to the Office of the Independent Adjudicator (OIA), should you wish to proceed further and/or are still unhappy with the outcome of your complaint.

If the complaint is not resolved to the complainants' satisfaction, further avenues of communication are available through the relevant external agencies:

Further Education

Education and Skills Funding Agency
Office for Standards in Education

University Education

The Awarding University
Quality Assurance Agency for Higher Education (QAA)
Office of the Independent Adjudicator (OIA)
Office for Students (OFS)

Apprenticeships

Apprenticeship Service Support on 08000 150 600
helpdesk@manage-apprenticeships.service.gov.uk

Confidentiality and Support

The College will not normally investigate anonymous or malicious complaints.

The Burnley College Code of Conduct

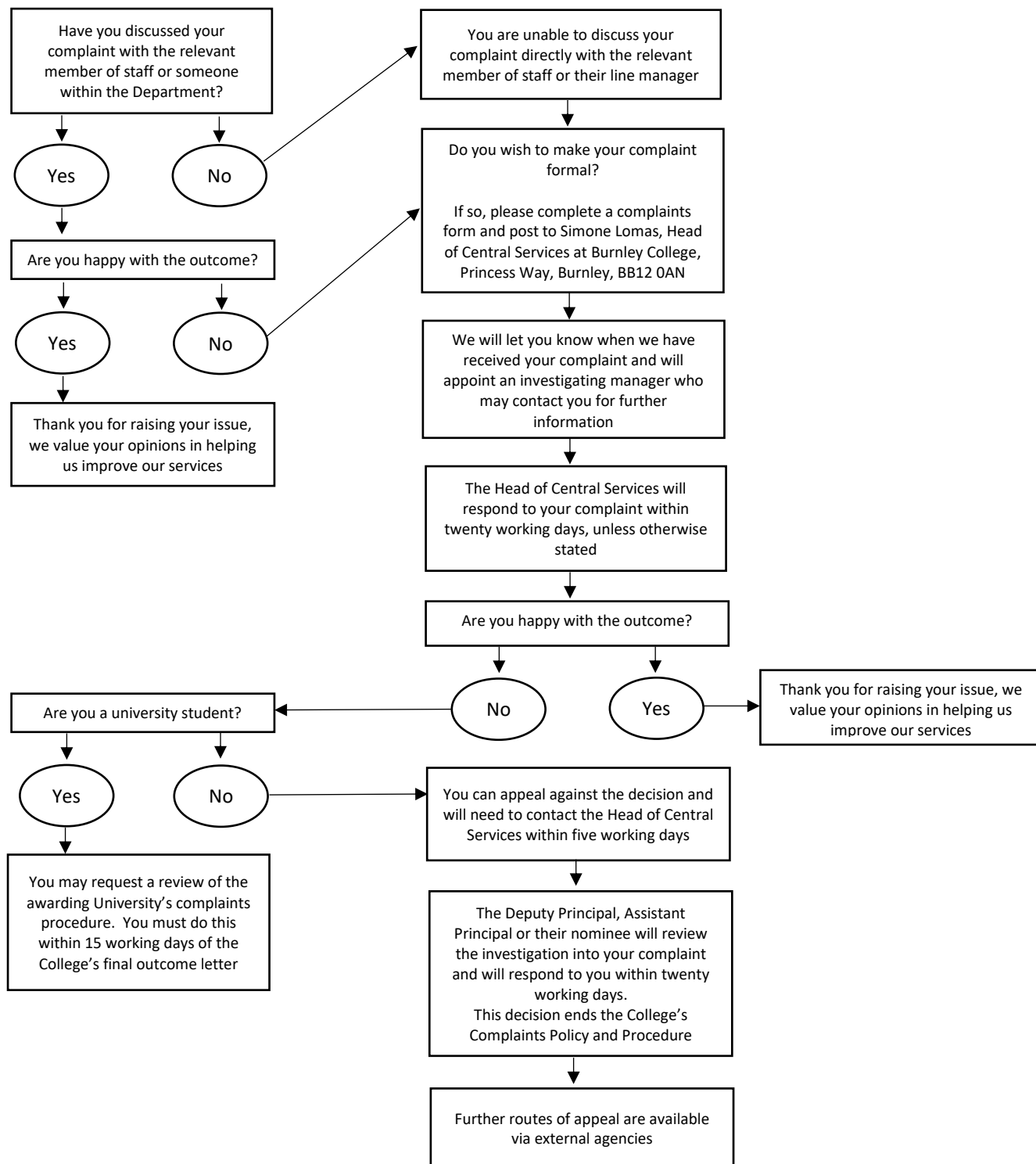
The Code of Conduct sets out the standards expected of all who make use of the College's facilities. This policy supports the standards of behaviour set out in the Burnley College Values. Anyone who feels it appropriate to express dissatisfaction is offered the opportunity to raise issues openly with full assurance that they will be dealt with courteously, fairly, objectively and in a timely manner.

Vexatious Complaints

There may be occasions when, despite all stages of the procedures have been followed, the complainant remains dissatisfied. If the complaint becomes vexatious (e.g. the complainant tries to re-open the same issue), Burnley College reserves the right to end the complaint handling process and will inform the complainant in writing that the procedure has been exhausted and the matter is now closed.

How to Make a Complaint

Complaints should be made in writing using the Complaints Form available on the College Website or at Student Services. Students are encouraged to resolve any issues of dissatisfaction directly with the Programme or Personal Tutor so that this may be dealt with quickly and informally.



Complaint Form

Your full name and student number (Burnley College and awarding University):

Programme and year of study:

Your full address:

Email Address:

Telephone Number:

Please note: if you do not give your details including name and address we will not be able to respond to your complaint

Details of complaint: (Please provide as many details as possible including a summary of the key points of your complaint, summary of the steps already taken to address your complaint, a list of key events in date order and reasonable steps that you would wish to see taken to resolve your complaint).

You must also submit copies of relevant letters, emails, notes and other supporting documentation with this form

Date complaint made:

Signature:

Note: The receipt of complaints and responses to them will be monitored. As part of this process, the College may contact you to seek your views on how your complaint was handled. If you do not wish to be contacted, please tick this box

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When you have completed this Complaint Form, hand it into Student Services in the envelope provided or post it to the following address:

Head of Central Services
Burnley College,
Princess Way,
Burnley
BB12 0AN