



**NOTTINGHAM
COLLEGE**

Complaints Policy



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Aim of the Policy



If you are unhappy about something at College you have a right to make a complaint.



The Complaints Policy sets out how the College deals with a complaint.



The College aims to deal with your complaint quickly and fairly.

Responsibilities



The College has a Quality team which will help you with your complaint.



A manager will look at your complaint and try to find out what has happened. They are called the Investigating Officer.



The Investigating Officer will let you know what they find out.

Data Protection



We will not share information, including with parents or carers, unless you agree in writing. We will ask you if you are happy for us to talk to your parents or carers.



The College's Data Protection Officer can help you if you are worried about how the College deals with your information.

Making a Complaint



You can complain to the College in writing by letter, email or by completing a Complaint Form.



If you need help to write your complaint the Quality team or any member of staff can help you.



Any complaints made to staff in the College, including senior managers, will be sent to the Quality team.

Stage 1 – Early Resolution



It is best to try and solve any problem by talking to a member of staff or a manager. This is Stage 1.

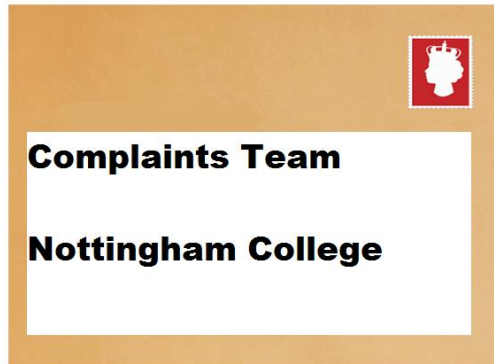


You can talk to any member of staff in the College about your complaint.

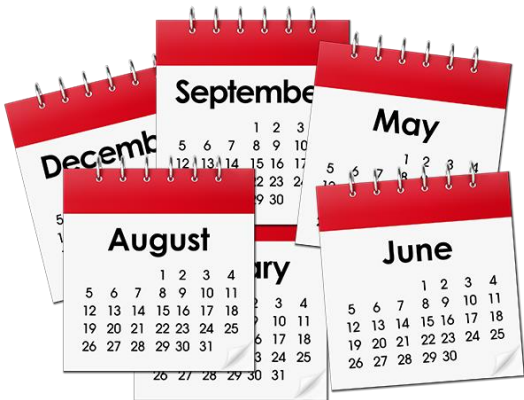


The response to your complaint does not have to be in writing unless you ask for this.

Stage 2 – Formal



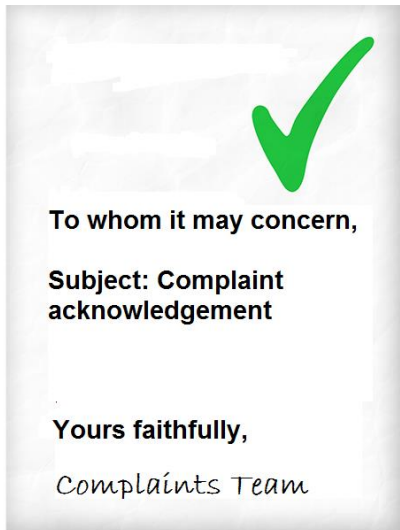
If you do not feel happy after Stage 1 you can contact the Quality team. They can help you put your complaint in writing.



You must make your complaint within 3 months of the problem happening.



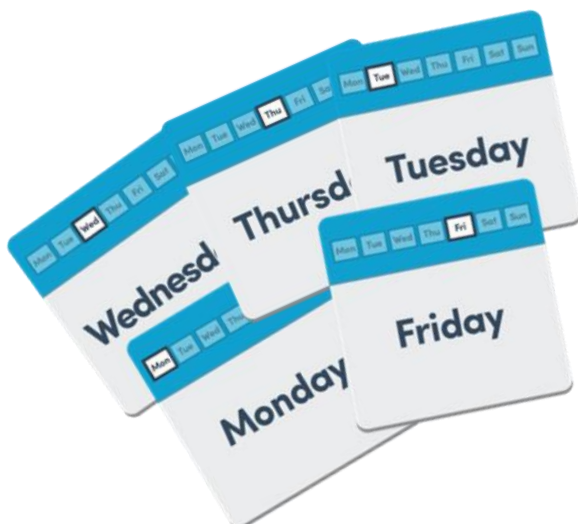
We cannot accept anonymous (nameless) complaints.



The Quality team will email or write to you within 3 working days to let you know we have received your complaint.



The Quality team will contact a manager who can find out more about your complaint. This person is called the Investigating Officer.



The Investigating Officer has 10 working days to make a decision about your complaint.



You will receive a written response to your complaint. This is called a Response Letter.

A form with three checkboxes. The first checkbox is checked with a green checkmark and is labeled 'Upheld'. The second checkbox is empty and is labeled 'Partially upheld'. The third checkbox is empty and is labeled 'Not upheld'.

There are 3 outcomes to your complaint:

- 1) Upheld - this means the Investigating Officer has found evidence to agree with you
- 2) Partially upheld - this means they agree with some things
- 3) Not upheld - this means they do not agree with your complaint

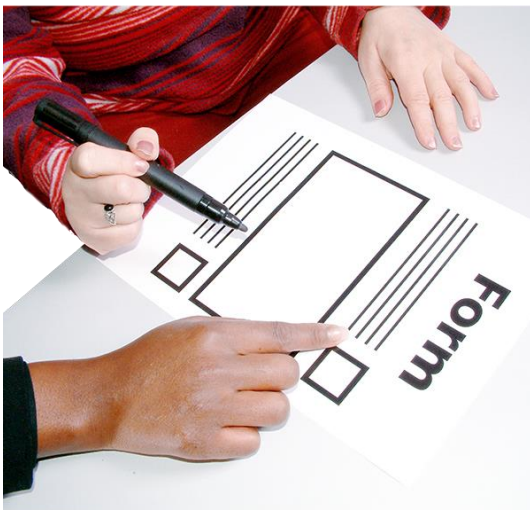


If the Investigating Officer needs more time to find out about your complaint they will let you know. They have 10 more working days.

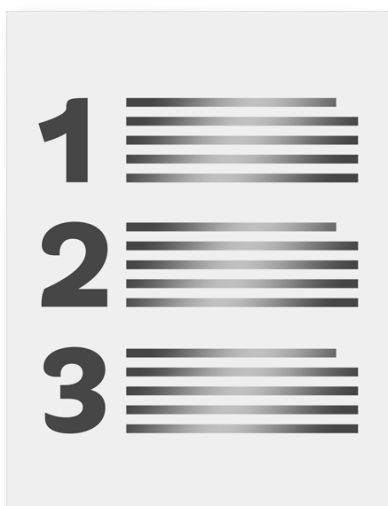
Appeals (what happens if you don't agree with the response given to you)



If you do not agree with the outcome you can ask for your complaint to be looked at again. This is called an Appeal.

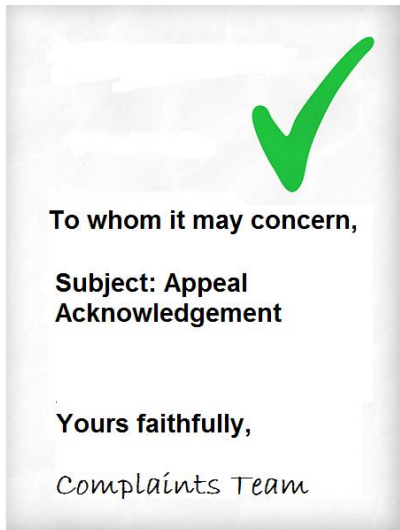


An Appeal Request Form must be completed. The Quality team can help you with this.



You can appeal if:

- 1) You have new evidence about the complaint, OR
- 2) You do not think the Investigating Officer looked at all the evidence, OR
- 3) You do not think the complaints process was followed properly (you think something was not done that should have been).



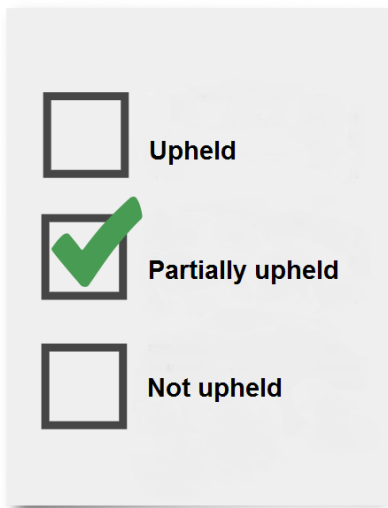
The Quality team will email or write to you within 3 working days to say they have received your appeal.



If your appeal meets 1 of the 3 points on page 11 the Quality team will send your appeal to another manager. This person is called the Appeals Officer.



You will get a response within 20 working days.



☐ Upheld

☒ Partially upheld

☐ Not upheld

The response will tell you the outcome of the appeal:

- 1) Upheld - this means the Appeals Officer has found evidence to agree with you
- 2) Partially upheld - this means they agree with some things
- 3) Not upheld - this means they do not agree with your complaint.

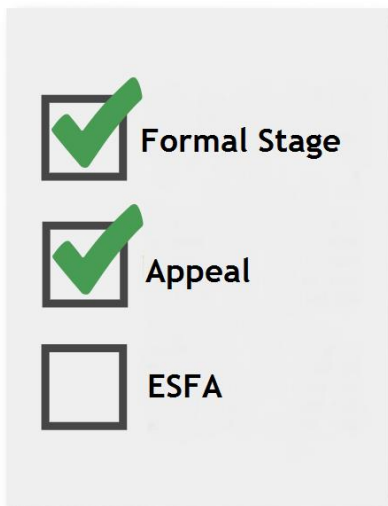


If we cannot give you a response in 20 working days we will write to you to let you know there has been a delay and why.

What happens if you still don't agree with the response after the appeal?



If you are still unhappy after the Appeal you can take your complaint to the Education and Skills Funding Agency (ESFA).



The ESFA will look at your complaint if you have gone through the College's complaint and appeals process.



More information can be found on the ESFA website:

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

Keep in mind...



No one will be treated unfairly because they have made a complaint.



Any complaints which the College thinks have been made to get someone else in trouble will be taken very seriously. This may include disciplinary action. See the **Student Disciplinary Policy**.



We understand that you may feel angry or upset when you make a complaint. All College staff need to feel safe and respected.