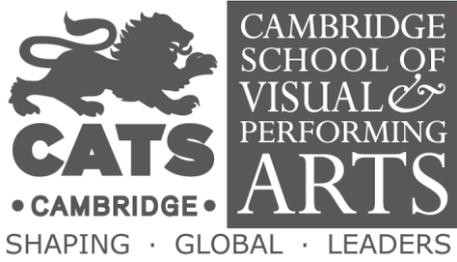


COMPLAINTS POLICY

Date of Policy	<i>November 2016</i>
Approved by Principal(s)	Yes
Next Review Date	<i>November 2017</i>
Lead for Review	<i>SLT, Student Services</i>



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1 Purpose

From time to time, students may feel that there is a problem or concern at the College and want to make a complaint about something.

However, the Complaints Policy and procedures cannot be used for appealing individual disciplinary decisions. Appeals against disciplinary decisions must be made using the appeals process within the Student Behaviour and Conduct Policy.

It should also be noted that CSVPA Higher Education students wishing to raise a complaint should refer to chapter 9 of the 'HE student handbook' in the first instance, this can be found at:

<http://www.csvpa.com/ugc-1/1/3/0/66e0207f-83f3-4c3b-a090-65234298a9fa.pdf>.

2 Stage One

For concerns regarding academic matters, accommodation, unfair disciplinary action, examinations, money issues or extra-curricular, sport and social matters, contact should be through the Course Leader, Student Services or Academic Director in the first instance. The person contacted should acknowledge the complaint immediately and will forward it to the Senior Leadership Team: a full response should be expected within seven working days. We will endeavour to solve the problem to full satisfaction, but if this is not the case then the matter should be taken on to Stage Two.

3 Stage Two

If a satisfactory outcome does not come out of Stage One then the complaint and details of the investigation should be passed to the Head of School. Please be aware of the following points when taking a complaint to the second stage: Students have every right to ask a friend, relative or agent to help with the complaint or to make it on their behalf.

Students may prefer to put the complaint in writing. Written complaints will receive an initial response within ten working days. Whether in writing or not, a full response to the complainant will be given within 28 days.

Students can be assured that, if they make a complaint, no action will be taken against them because they made a complaint.

Where a complaint is found to be justified, remedial action will be taken.

Where a complaint is found to be unjustified, the Head of School will reject the complaint, giving reason(s) for his decision.

4 Appeals Procedure

If complainant is not satisfied with the outcome in Stage Two and wish to take the matter further, they are entitled to appeal against the decision:

- Should lodge an appeal in writing (addressed to the Managing Director, c/o of the College) within three working days, marking it clearly as confidential. The Managing Director acts as a Chair of Governors
- The written appeal should include the reasons for the disagreement with the decision of the Head of School
- The matter will then be referred to the Appeals Panel for consideration. The Panel will consist of at least three persons not directly involved in the matter detailed in the complaint, one of whom shall be independent of the management and running of the College and one will be the Chair of Governors. The Chair of Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within fourteen days
- If the Panel deems it necessary, it may require that further details regarding the complaint, or any related matter, are supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties
- The complainant can be accompanied by one other person at the hearing. This may be a relative, friend or agent. Legal representation will not normally be appropriate
- If possible, the Panel will resolve the complaint immediately without the need for further investigation
- Where further investigation is required, the Panel will decide how it should be carried out
- After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations which it shall complete within fourteen days of the hearing
- The Panel will write to the complainant informing them of its decision and the reasons for it

The decision of the Panel will be final:

The Panel's findings and, if any, recommendations will be sent in writing to the complainant, the Head of School and, where relevant, the person complained of. Written records will be kept of all complaints and their outcomes, whether they were resolved at the preliminary stage, referred to the Head of School, or whether they proceeded to a panel hearing.

Correspondence, statements and records will be kept confidential except in so far as is required of the School by paragraph 7(25)(k) of the Education (Independent Schools Standards) Regulations 2010; where disclosure is required in the course of the School's inspection; or where any other legal obligation prevails.



The Panel will sit to consider a complainant's appeal even if the complainant subsequently states that they are satisfied with the outcome of Stage 2:

A Panel will be formed and will sit to consider a complainant's appeal against the outcome of Stage 2, even if the complainant chooses to withdraw their appeal between the completion of Stage 2 and the date upon which the Panel is due to sit. The purpose here is to take advantage of the opportunity that the Panel offers for an objective assessment of College's complaints process, as well as the issues that led to the original complaint being raised. The judgement of the Panel will be used to further inform any remedial activities recommended in the outcome of Stage 2 and potentially identify additional opportunities for improvement.