Complaints Formal Procedure

Name of complainant: **Date:**

Nature of complaint:

Guidance for complainants

What do I do if I have concerns but I'm not sure if I want to make a formal complaint?

If you have a concern about any aspect of College, but you do not at this stage want to make a formal complaint, talk to any member of staff. Your concern will be taken seriously, and we will try to sort it out quickly without fuss.

What happens if I make a formal complaint?

Your complaint will be sent to the Administration Manager, who will arrange for a Senior College Manager to investigate your concern. They will report back to you within 10 working days.

How do I make a formal complaint?
You can make a formal complaint by completing this form. If you would like the information in Braille, large font, or any other format please ask at Reception. Also if you would like someone to help you to complete the form, please ask at Reception,

What if I am not satisfied with the response?
If you are not satisfied, you can ask for a further review to take place in accordance with our Policy.

Is there a time limit on complaints?
We ask you to bring your complaint to our attention within 6 weeks of the reason for the complaint occurring.

Has the College got a policy on complaints?
Yes, the College has a Compliments and Complaints Policy. You can obtain a copy from Reception.

Stage 1 Investigation

Name of investigating staff member:	
Date form received by investigator:	

Summary of investigation

I consider the complaint to be:	Upheld ☐	Unjustified ☐

Signed:

Actions to be taken as a result of this investigation

Stage 1

Complainant declaration

I know that my complaint has been investigated. I have been informed of the outcome of the investigation. I am satisfied with the outcome and do not want to take any further action.	
Signed:	
Date:	

I know that my complaint has been investigated. I have been informed of the outcome of the investigation. I am not satisfied with the outcome and I want to take my complaint to the next stage.	
Signed:	
Date:	

STAFF USE ONLY

	Date	Initials
1. Form received by Administration Manager		
2. Form recorded and acknowledged to complainant		
3. Form passed to Investigator		
4. Outcome reached by investigator		

	Date	Initials
5. Complainant informed of outcome		
6. Declaration above completed		
7. Outcome recorded by Administration Manager and form filed		
8. Stage 2 Form issued if appropriate		