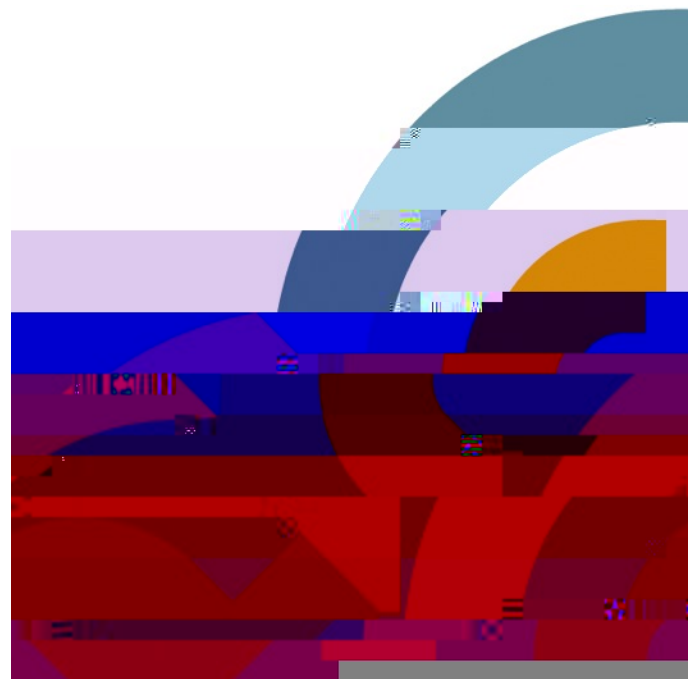




Bolton College

Complaints Policy

2022-24



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Programme / Business Area:	Quality
Prepared By:	Assistant Principal of Curriculum & Quality
Approval By:	SMT
Approval Date:	23 rd August 2022
Next Review Date:	22 nd August 2024
College Website Link:	Complaints Policy

complaint which is not upheld was found to have been made maliciously, a learner may be subject to a stage of the Promoting Positive Behaviour Policy.

Formal complaints may be made in the following way:-

When it is felt that an issue has not been resolved at the informal stage, the complainant should then complete a Complaint form online at:

<http://www.boltoncc.ac.uk/pub/complaint.php>

Students may visit Student Experience for assistance if required.

All formal complaints completed online or electronically will automatically be received by the Principalship who will nominate an Investigating Officer requesting that the complaint be investigated within 20 working days. The Investigating Officer will normally be a member of the College Management Team. An acknowledgement will be sent to the complainant, within 3 working days of receiving a complaint, with the name of Investigating Officer to whom the complaint has been passed.

All complaints regarding a member of staff will be referred to the Human Resources (HR) Department who will advise on a correct course of action.

The Investigating Officer will fully investigate the complaint and respond to the complainant, via the Principalship. To resolve the complaint, it may be necessary for the Investigating Officer to arrange a meeting with the complainant or discuss the issue by phone or to respond by letter or email.

If, in the unusual circumstance that a response is not received from the Investigating Officer within the 20 working day period the Deputy Principal will discuss the delay with the appropriate personnel.

If a more extensive investigation is required which may be lengthy, the complainant should be informed, with a clear indication of when they can expect to hear from the College again with an outcome.

A letter will be sent to the complainant outlining the responses and resolution to the complaint. The relevant Director will also be made aware at this stage of the response to the complaint.

If there is no response from the complainant within 10 working days the complaint will be closed.

Complaints from higher education students are referred to the higher education quality leader in conjunction with the relevant head of area. The HE quality leader is charged with ensuring that the complaint is managed in accordance with the requirements of the UK Quality Code and the Office for Independent Adjudicators (OIA) The complaint is closed, when satisfactorily resolved, by the Assistant Principal of Curriculum and Quality. There are different Policies, Procedures and Guidance Notes available for higher education complaints and these are also available on this section of our website.

4. Dissatisfaction with the Initial Resolution of a Formal Complaint

Complainants who are dissatisfied have the right to appeal against the outcome of the complaint. This should be lodged with the Principalship. The grounds of appeal and any actions sought must be clearly stated at the time of making the appeal. A member of the Senior Management Team, or their nominee, will consider whether:

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

We aim to conclude the appeals process within 10 working days of receiving the details however, this may be extended where an investigation is complex and will take longer to resolve, or where there are time constraints due to half term holidays, annual leave, college shutdown etc.

We will contact the complainant with the outcome. This decision constitutes the final stage of the College Complaint Procedure and Policy.

Where the complainant is unhappy with the outcome of the appeal and the complaint is in relation to ESFA or GMCA funded provision, then a further complaint may be made to that funding body. More information is available on the links below.

ESFA:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

