

BRUNE PARK COMMUNITY COLLEGE

Compliments and Complaints Procedure (Community Users)

If you wish to pay a compliment or make a complaint in relation to a community issue, we have a procedure in place that you can use.

Principles

Our aim will be to sort out any problem you might have quickly and fairly and to improve the quality of our service.

Whenever a complaint is upheld, every effort will be made to rectify the issue and, if necessary, action will be taken to try to prevent a reoccurrence of the problem.

The college will not investigate anonymous complaints or allegations but confidentiality will be respected and the identity of informants will be protected whenever necessary.

Timescales

Your complaint will normally be acknowledged within seven days of receipt and a response will usually be provided within fourteen days. When a matter requires fuller investigation than is possible within the normal timescale, you will be informed and an indication given of when a final response can be expected.

Informal Procedure

As a user of the college campus, you may, at any time, pay an informal compliment or raise concerns with the Community Learning Department staff and hopefully issues can be resolved. If that is not the case, then you may wish to appeal through the formal complaints procedure.

Formal Complaints Procedure

Receipt of complaints

1. Complaints should be directed in writing to Mrs Stevens, Extended Learning Co-ordinator (ELC), who will complete a Complaints Form and investigate the circumstances.
2. Written complaints received by other staff should be sent directly to Mrs Stevens.

Processing of complaints

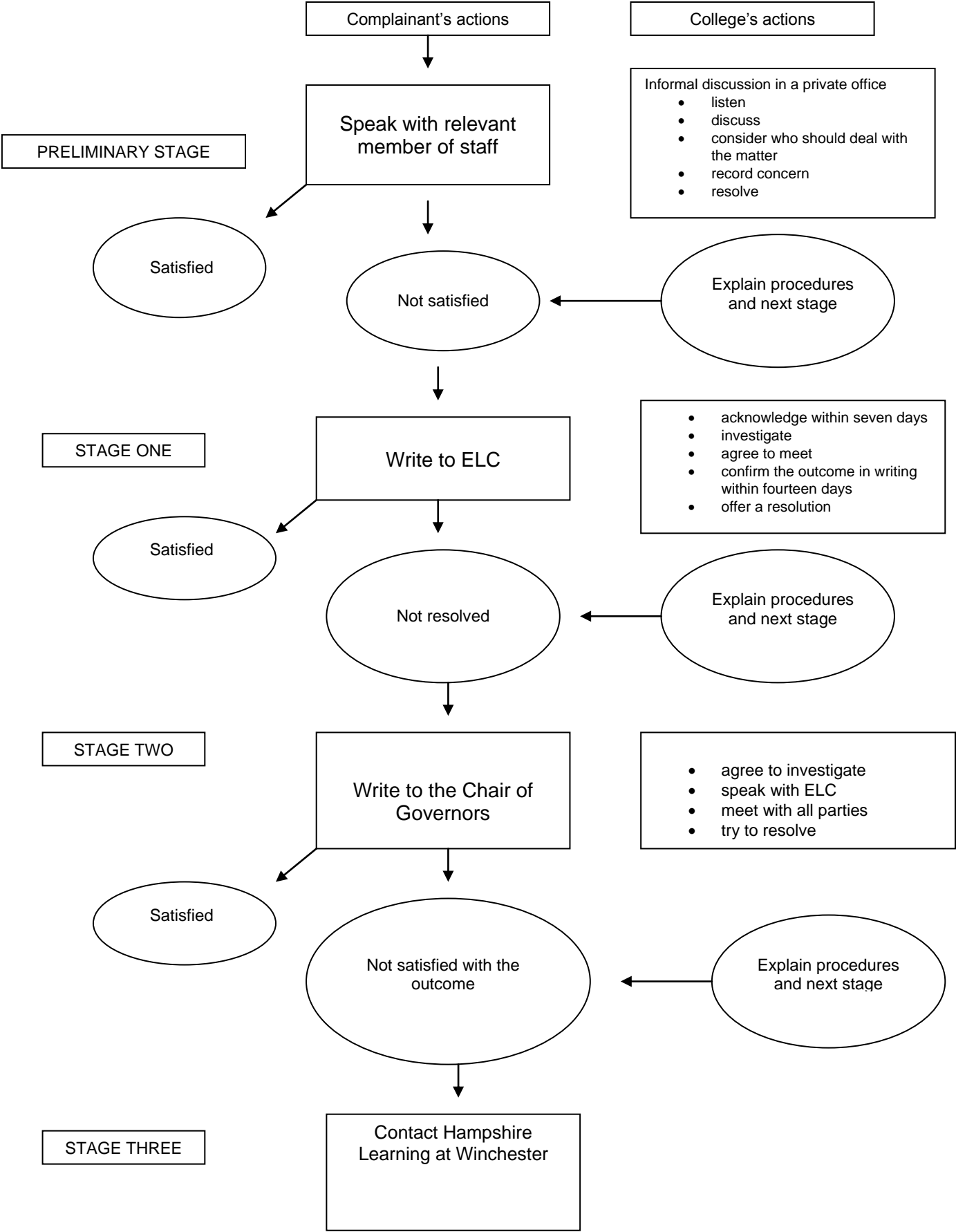
The ELC will investigate or cause an investigation to be made of all complaints. No action will be taken without the subject(s) of the complaint having opportunity to comment on the complaint and, if necessary, to suggest independent witnesses who might be called upon to provide evidence to the investigating manager.

Most complaints will usually be satisfactorily resolved at this stage but if you are still not satisfied, you may appeal to the Governing Body of the college.

Under certain circumstances, further appeal may be possible through Hampshire Learning at Hampshire County Council, Winchester.

The outcome of the investigation and any action taken as a result will be entered in the record of complaints. The Principal will be kept informed on a termly basis.

STAGED APPROACH TO HANDLING COMPLAINTS



Brune Park Community College

COMPLAINTS FORM

When we receive a complaint, we aim to acknowledge its receipt within 7 days and send a full or interim response within 14 days.

Name of complainant:

Organisation:

Address:

Postcode:

Telephone (day):

Telephone (evening):

What is your concern and how has it affected you?

Are you attaching any paperwork? If so, please list this below:

Have you discussed this matter with a member of staff before filling in this form? If so, who did you speak to and what was the response?

What would you like to happen as a result of making this complaint?

Signature

Date

Official use only

Initial response and acknowledgement:

By whom:

Date:

Action taken:

Date:

Data Protection Act 1998 - We will only process your personal data to respond to your complaint. In general, this data will be used for administrative and statistical purposes.

Reviewed 5 May 2011 by Governors. Next Review date: May 2012