

COMPLAINTS POLICY & PROCEDURE

Audience:	X College
Requirement:	Essential
Policy Owner:	Executive Team
Review Delegation:	Corporation
Review Cycle:	Every 2 years
Last Review:	August 2023
Due for Review:	July 2025

SOUTH HAMPSHIRE COLLEGE GROUP COMPLAINTS POLICY & PROCEDURE

1.0 Statement of Principles

At South Hampshire College Group we work hard to provide the best possible service. However, if you feel that this service has not met your needs, we will make every effort to deal with your concerns.

South Hampshire College Group prides itself in putting its customers first and does its very best to ensure their time at College is enjoyable and that they succeed. Sometimes though, we make mistakes and we want to know when we do. By letting the College know when things go wrong you can help us put them right and we can often improve our services as a result of your observations. It is our expectation that all complaints will be raised with the person concerned in a prompt and reasonable manner.

2.0 Scope

This policy encompasses the procedure to complain about the College Group, its staff, students or Governors. It is available to all current students, parents, employers and members of the public.

Members of SHCG staff wishing to raise a complaint about the College Group, staff, students or Governors should follow internal People and Culture Grievance policy and procedures

3.0 Detail

If you wish to make a complaint, please pursue the **informal** procedure in the first instance. If you are not satisfied that your complaint has been addressed, you may wish to use the **formal** procedure outlined in this policy.

The **College's Complaints Procedure** is designed to bring problems to our attention and make sure that:

- Every effort is taken to resolve your complaint at an early stage
- There is a clear procedure to deal with all complaints
- You are kept informed at every stage
- Your complaint will be dealt with in confidence
- All formal complaints are recorded and investigated

PROCEDURE

Informal Complaints Procedure

- If you are a student, discuss your concerns with your lecturer. If you find this difficult or inappropriate, the person you should speak to is the Curriculum Area Manager or Faculty Director.
- If you are a member of the public/ a parent/ employer, please email feedback@shcg.ac.uk and your complaint will be forwarded to the relevant department.

We hope that, by this stage, you have had your concerns appropriately and adequately dealt with and any actions taken have been to your satisfaction. If not, you may wish to make a **formal** complaint.

Formal Complaints (relating to the College's, staff or students)

Your complaint should be sent via email: feedback@shcg.ac.uk marked "FAO Executive Office", whilst stating the college and/or campus your complaint is referring to.

You should have an initial response within **two working days** and any further investigation should take no longer than **ten working days** (term time only. Complaints made during school holidays may take longer to investigate but we will do our best to respond in a timely manner).

Formal Complaints (relating to the Corporation, Governors or the Governance Professional)

Your complaint should be sent via email: chair@shcg.ac.uk marked "FAO Director of Governance".

Complaints of this nature will usually be reviewed by the Senior Postholder (SPH) Remuneration Committee or a panel of up to 3 Governors.

You should have an initial response within two working days and any further investigation (including time to review any findings) should take no longer than fifteen working days (term time only. Complaints made during school holidays may take longer to investigate but we will do our best to respond in a timely manner)

Formal Complaints (other)

For complaints directly to the Education & Skills Funding Agency (ESFA) please find details here: [Complaints procedure - Education and Skills Funding Agency - GOV.UK \(www.gov.uk\)](#)

For apprenticeships please find details here: www.help.apprenticeships.education.gov.uk/hc/en-gb or call 08000 150 600.

Right to Appeal

Should you make a formal complaint and feel that your concerns have still not been appropriately and adequately dealt with, you have the right to appeal.

Formal Complaints (relating to the College's, staff or students)

Your appeal of complaint should be sent via email: feedback@shcg.ac.uk marked "FAO Chief Executive - Appeal of Complaint", within **five working days** of the original complaint response, outlining the reasons why you are not satisfied with the investigation and/or the outcomes

The Chief Executive, or a nominated delegate, will confirm receipt of the appeal within five working days. The Chief Executive, or a nominated delegate, will investigate the issues raised by consulting with those concerned in the initial procedure. You should hear the outcome of this investigation within a further **ten working days** (term time only. Complaints made during school holidays may take longer to investigate).

The Chief Executive's decision is final and there is no further right of appeal.

Formal Complaints (relating to the Corporation, Governors or the Governance Professional)

Your appeal of complaint should be sent via email: chair@shcg.ac.uk marked "FAO Chair of Corporation - Appeal of Complaint", within **five working days** of the original complaint response, outlining the reasons why you are not satisfied with the investigation and/or the outcomes.

The Chair of the Corporation will confirm receipt of the appeal within five working days. The Chair of the Corporation, and or a panel of up to 3 Governors will investigate the issues raised by consulting with those concerned in the initial procedure. You should hear the outcome of this investigation within a further **ten working days** (term time only. Complaints made during school holidays may take longer to investigate).

The Chair of the Corporation's decision is final and there is no further right of appeal.