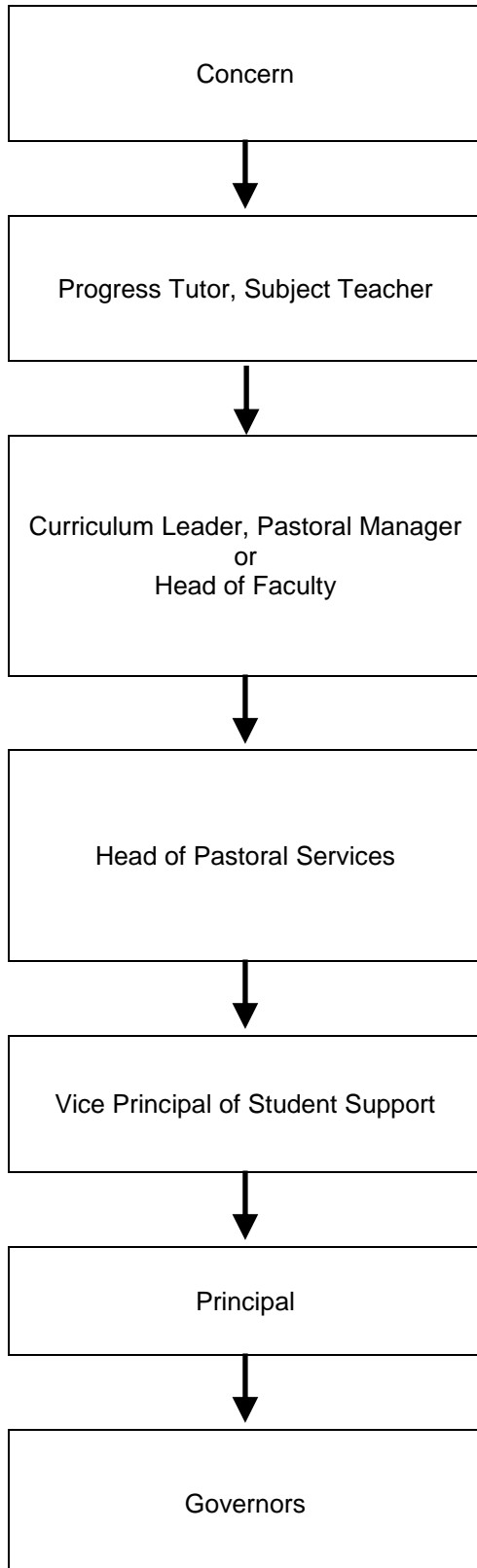


STUDENT AND PARENT CONCERNS/COMPLAINTS PROCEDURE



If you, or your parents/guardians, have any concerns about the College provision you/they should go through the following procedure:

As a student, discuss your concerns informally with your personal tutor, subject teacher or another member of staff you easily relate too (e.g. Mentor, Chaplain or Counsellor).

1. If this proves unsatisfactory raise your concerns with the curriculum leader if an academic concern. Also, you may inform your Pastoral Manager or another senior member of staff, such as a Head of Faculty. They will attempt to resolve the issue through discussion. Your parents/guardians can also raise your concerns with the Pastoral Manager.

Formal Concern/Complaints

2. If you or your parents/guardians are still dissatisfied, raise the concerns/complaints with the Head of Pastoral Services. This must be put in writing by yourself or your parents/guardians. The Head of Pastoral Services, once the written complaint has been received, will contact you within 5 working days to discuss what actions are to be taken.

3. If you are still dissatisfied, raise your concerns/complaints in writing by yourself or your parents/guardians to the Vice Principal, who will reply within 5 working days.

Appeals

4. If you are dissatisfied with the outcome you can appeal to the Principal in writing by yourself or your parents/guardians.
5. The final group you can appeal to are the College Governors. Appeals must be put in writing either by yourself or your parents/guardians.

Policy	Complaints – Students/Parents
Policy Lead	AL
Last Reviewed	Feb 2017
Next Review	Feb 2018