

COMPLAINTS POLICY (Revised Version)

1 Policy Statement

The College welcomes comments and complaints from all members of the College community and from the general public. We use this process to improve services for learners and the wider community in which we exist.

Winsor Education is committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes will be made or the service offered will not meet an individual's requirements or expectations. For these reasons it is College policy that all complaints should be:

- 1.1 Treated seriously and in an open manner
- 1.2 Acknowledged immediately, preferably in writing
- 1.3 Investigated
- 1.4 Resolved, wherever that is reasonably practicable, within no longer than 4 working weeks
- 1.5 Used as feedback to improve the service which the College offers

The College's Charter sets out the standards and services learners can expect us to provide, as well as the learner's responsibilities.

No complainant bringing a complaint under this procedure will be treated less favourably by any member of staff. If there is evidence to the contrary, the member of staff may be subject to disciplinary proceedings.

2 Scope

The policy applies to all members of the College community but does not replace College procedures for, staff grievances, academic appeals and student disciplinary action: those procedures should be used where appropriate.

3 Legislation

The Human Rights Act 1998 applies to the operation of this policy.

4 Responsibilities

- 4.1 **All College Staff** have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.
- 4.2 **Head of Operations (Including Health & Safety, Student Welfare etc) & Head of Academics** have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.
- 4.3 **The College Principal** is responsible for resolving complaints which have not been resolved during the previous two stages.

5 Actions to Implement and Develop Policy

5.1

Stage One

Academic Complaints: The college expects complaints about courses to be made to their Head of Academics in the first instance. Where this is not possible or does not result in satisfactory resolution, the complaint should be submitted in writing through the form.

Non Academic Complaints: All comments/complaints will be forwarded to the Welfare Officer (registrar) who will acknowledge receipt within one working Week. The welfare officer will then forward to the relevant college manager.

The College usually expects complaints to be made by the person concerned. However it will consider complaints made by a learner's parent or guardian/s.

Please note that anonymous complaints cannot be investigated.

Stage two

The relevant college manager / head will respond in writing within one working Week, explaining what has happened as a result of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that our employees are afforded appropriate dignity at work.

If the complaint requires further investigation that cannot be carried out within the Week, the manager shall keep the complainant informed and specify a date when a response can be given.

Stage three

If the complainant is still dissatisfied with the response then the matter will be referred to the Principal. The Principal will respond within three Weeks.

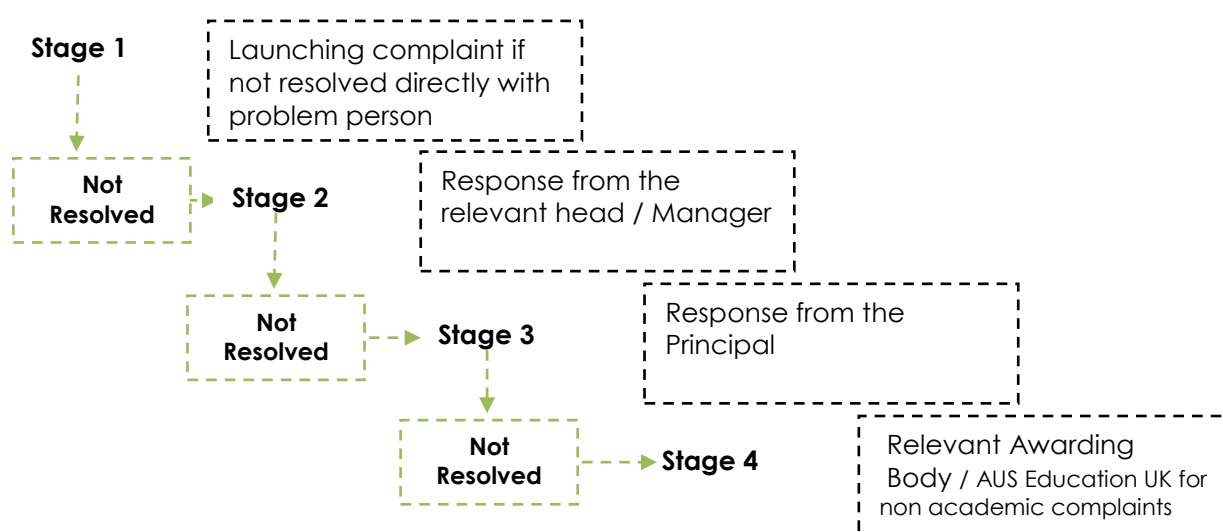
The total comments/complaints procedure should be finalised in no more than 4 working Weeks unless there are exceptional circumstances in which case the complainant will be kept informed of progress.

Stage Four

If you are not satisfied with the decision made by the principal, the stage four is launching your complaint with the **Relevant Awarding Body** or **AUS Education UK** for non academic complaints. The details of the awarding body can be looked up on the internet or can be provided upon request.

AUS Education, Southside Business Centre, Suite 44, 249 Ladypool Road Birmingham B12 8LF.

E: info@ausuk.co.uk T: 0121 440 7233



6 Monitoring & Evaluation

- 6.1 The Registrar / Welfare Officer should maintain a confidential record of complaints dealt with to feed into the College's quality improvement processes. The Registrar / Welfare Officer will maintain a record of all complaints, appeals, outcomes and produce a report for analysis by the College Senior Management Team.