

# College Group Policy

## Complaints

**Manager Responsible:** Director of Learner Experience and Progression

**Version Number:** 9.0

<b>Approval Date:</b>	01 Jul 2023
<b>Approved by:</b>	Senior Management Team
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<b>Review Date :</b>	31 Jul 2024
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<b>Intended Audience:</b> <i>(Check appropriate box)</i>			
Staff:	<input checked="" type="checkbox"/>	Governors:	<input checked="" type="checkbox"/>
Students:	<input checked="" type="checkbox"/>	External:	<input checked="" type="checkbox"/>

## **AMENDMENT SUMMARY**

<b><u>Version</u></b>	<b><u>Date</u></b>	<b><u>Remarks</u></b>
2.0	11 Sep 2013	Periodic review and update
3.0	13 May 2015	Periodic review and update
3.1	11 May 2016	Periodic review and minor textual updates. Addition of 'audience' matrix
1.0	07 Apr 2017	Periodic review and minor textual updates
4.0	04 Apr 2018	Periodic review, update and removal of information related to ARU or South Essex in relation to HE
5.0	23 May 2019	Periodic review and update
6.0	26 Jun 2020	Periodic review and update
7.0	24 Jun 2021	Periodic review and update
8.0	01 Jul 2022	Periodic review and update
9.0	25 Jul 2023	Periodic review and update

### **Age, Disability, Gender & Race Equality Statement**

Age, Disability, Gender and Race Equality Impact Measures will be set and monitored through analysis of all data related to potential suspected or actual abuse of this policy.

A copy of the Equality Impact Assessment Initial Screening Form is attached as an Annex to this document

## **Complaints Procedure**

It is the aim of the Chelmsford College Group to provide all its students and clients with a high quality service. However, from time to time problems may occur. You have the right to pursue the resolution of any difficulties and the college will undertake to respond to your complaint with care and concern. We do ask that complaints are logged in a timely fashion.

### **Making a complaint**

Problems should first be discussed with the relevant department. If you wish the complaint to be logged, it will be recorded at this point.

If discussion does not resolve the matter or if it is not appropriate, then the complaint should be made either by letter, email or telephone to the Director of Learner Experience and Progression, email: [feedback@chelmsford.ac.uk](mailto:feedback@chelmsford.ac.uk) telephone: 01245 265611

### **Response to complaints**

In response to complaints the college will:

- Make an initial response to you within ten working days.
- Research the circumstances/details of the matter and provide, usually within three weeks, a full response, including, where appropriate, explanation and details of any action taken
- Log and track all complaints for Quality Assurance purposes

### **Complaints about results**

A complaint about your course grades and other internal assessments are dealt with via the college appeals procedure. A copy of the procedure is available from the intranet.

If your complaint is about external assessment, you should contact the Examinations Office who will explain the procedure for the relevant awarding body concerned.

### **If you are still not satisfied**

If the college's complaints procedure has been exhausted and you are still dissatisfied the Education and Skills Funding Agency have their own complaints procedure, which reviews the processes the college has gone through when dealing with your complaint and the decisions that have been made.

Copies of the relevant complaints procedure is available from Quality and Learning or can be accessed via the gov.uk website:

<https://www.gov.uk/complainfurthereducationapprenticeship>



**Equality Impact Assessment (EIA) Initial Screening Form**

Name of the Policy, Procedure, Practice or Proposal being screened:

Complaints Policy

Provide a brief description of its purpose:

To provide stakeholders with details of how to make a complaint to the College and how they can expect it to be dealt with.

Are there controls in place to monitor the uniform application of this practice? (if no please explain below)

**Yes****No**

Does the policy or process have the potential to affect a particular group disproportionately in either a positive or negative way? Please provide comments with supporting evidence:

No. The procedure applies to all stakeholders. Complaints can be made in person, via email, letter or telephone call.

If you have identified a medium or high equality impact please complete the following, otherwise leave blank. Add additional comment below the questions as necessary.

Are there any other policies or practices that need to be assessed alongside this screening?

**Yes****No**

Should the policy or practice proceed to a full Equality Impact Assessment?

**Yes****No**

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If the answer to the above question is no, please give the reasons for this decision:

If a full impact assessment is required, please give the date by which it will be completed

**(Note – If you have assessed a negative impact as high, you must seek advice and conduct a full EIA on a high priority basis)**

**Declaration:**

We are satisfied that an initial screening has been carried out and a full Equality Impact Assessment [~~is~~ / is not] required at this time.

(If a full EIA is required, a template form is available within the EIA Guidance Notes which must be read before completing a full EIA).

Signature:

David Warnes

Date:

01 July 2023