 <b>Farnborough College of Technology</b>	<h2 style="text-align: center;">Complaints Policy &amp; Procedures</h2>
<b>Owner</b>	PA to the Principal
<b>Approval by Corporation</b>	Yes
Date reviewed:	February 2023
Date for next review:	February 2026
Significant changes to policy	Addition of Appendix 1: Apprenticeship/WBL Complaints Process
Impact of changes	A clearer and more streamlined process for Apprentice complaints

### Introduction

The College strives to provide the best quality learning and services that meet or exceed the expectations of our students and users. The College therefore promotes a total quality culture that is responsive to feedback, whether complimentary or critical. Consequently, the College:

- Is committed to providing high standards of education to its students and a high degree of efficiency in the administration of all related services.
- Encourages a positive environment in which contact and feedback from learners on the quality of services is welcomed, and where constructive complaints can be dealt with effectively.
- Applies procedures to prospective students; enrolled and former students; stakeholder employers and members of the public.
- Ensures that where the student is under 18, or classified as a vulnerable student, then their parent, guardian or carer may make a representation on their behalf.
- Has due regard to the personal characteristics which are protected by the Equality Act 2010.
- Encourages complaints are made as soon as possible and no later than ten days of the date of the incident.

Note: If the complaint is about an examination or assessment outcome, then the separate academic appeals policy may apply instead.

### Key Principles

All complaints will be dealt with:

- Promptly – the College response to the complaint will be made within a reasonable period of time.
- Objectively – those investigating the complaint will take into account the views of all concerned and take account of all relevant evidence.
- Confidentially – any parties’ reasonable entitlement to confidentiality will be respected.
- Fairly – if action is required it will be appropriate to the nature of the issue and in accordance with the general procedures and policies of the College.

### *Stage 1: Informal Process*

It should normally be possible to resolve complaints using the informal process. If any complaints are of a serious nature they should be brought to the attention of the Principal, preferably in writing to be dealt with under the Formal process.

The process applies to the following stakeholders:

- Prospective students, wishing to raise issues or make comments about offers or services provided between acceptance and enrolment should make them firstly to the Associate Director of Marketing and Learner Services.
- Enrolled students, wishing to raise issues or make comments about aspects of their course or college services should make them firstly to their tutor or Programme Manager. Sometimes it may be more appropriate to instead raise issues with the Assistant Principal.
- Stakeholder employers should follow the Apprenticeship/WBL Complaints Process outlined in Appendix 1.
- Members of the public, wishing to raise issues or make comments about aspects of the College's business and services should raise them directly by email to [centraladmin@farn-ct.ac.uk](mailto:centraladmin@farn-ct.ac.uk).

### *Stage 2: Formal Complaints Process*

If complaints cannot be settled through an Informal process (Stage 1) or are of a serious nature, they should be addressed to the Principal in writing. Written complaints may be submitted by email to ([centraladmin@farn-ct.ac.uk](mailto:centraladmin@farn-ct.ac.uk)) or letter (*Farnborough College of Technology, Boundary Road, Farnborough, GU14 6SB*).

The following procedures will apply:

- The complaint will be acknowledged within three working days of receipt.
- Whilst confidentiality will be respected as far as possible, it is not normally possible to resolve complaints without disclosing details of a complaint to relevant staff and to allow the College a fair opportunity to resolve the issue.
- The Principal (or other Senior Manager designated by the Principal) will assess the nature of the complaint before appointing an appropriate manager to investigate the matter in accordance with the key principles set out above.
- A written response to the complainant based on the investigation will normally be sent within ten working days of the matter being reported, outlining any specific actions which may be appropriate. The letter may refer to further recourse available to other named agencies.
- If the matter is likely to take longer to investigate, the complainant will be informed of this before ten days have elapsed and kept informed as the investigation proceeds.
- The outcome of the Formal process will be one of the following:
  - o to dismiss the complaint as unfounded, giving reasons or
  - o to uphold, or partially uphold, the complaint identifying the actions to address the issue

### *Stage 3: Appeal Procedure*

If the complainant remains dissatisfied with the outcome of the investigation, then he/she/they may appeal directly to the Principal, in writing. The appeal must be

received within 10 working days of the outcome of the Formal process being communicated to the complainant.

The following procedures will apply:

- This Appeal will be acknowledged within three working days.
- The Principal (or on their behalf, a member of the Senior Management Team) will reconsider the matter directly in accordance with the key principles set out above.
- A formal response to the Appeal will normally be issued within ten working days of the receipt of the Appeal.
- The Principal may decide to:
  - o uphold the original decision or
  - o partially uphold the complaint or
  - o fully uphold the complaint

The decision of the Principal is final.

## Appendix 1: Apprenticeship/WBL Complaints Process

We work very hard to ensure all our Apprentices have the best possible experience at FCoT, including Aldershot College. This means we constantly monitor our feedback and complaints and do our utmost to resolve any issues our Apprentices or their Employers may have.

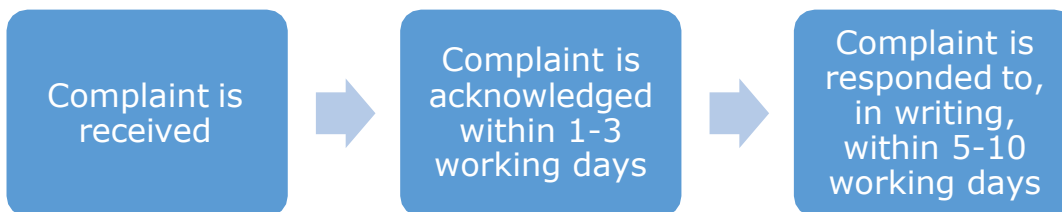
If an Apprentice, or an Apprenticeship Employer needs to raise concern that occurs, a complaint can be made via the following:

- In the first instance through the informal process, by reporting the issue staff at the College.

### 1<sup>st</sup> Stage of Formal

- Verbally by calling 01252 407429, and asking to speak to the AD for Apprenticeships and Business Services.
- Via email at: [apprenticeshipfeedback@farn-ct.ac.uk](mailto:apprenticeshipfeedback@farn-ct.ac.uk)

The process upon receipts will be as follows:



### 2<sup>nd</sup> Stage of Formal

Should the complainant be unhappy with the response and wish to continue the complaint, we request the complainant explains the reasons why in an email within 5 working days. The complaint will be escalated to the Director of Quality to investigate further. Once the investigation has been carried out, a summary of the complaint will be sent with a final decision confirming the outcome of the complaint within 10 working days.

### Final Stage of Formal

If the complainant is still not satisfied with the outcome, then the complainant can appeal to the Principal by emailing: [centraladmin@farn-ct.ac.uk](mailto:centraladmin@farn-ct.ac.uk) within 10 working days of the outcome of the formal process. The appeal will be acknowledged within 3 working days, and a formal response sent within 10 working days.

The Principal may decide to:

- o uphold the original decision or
- o partially uphold the complaint or
- o fully uphold the complaint

The decision of the Principal is final.