

KENDAL COLLEGE COMPLAINTS PROCEDURE

STAGES

NOTES

1 HOW ARE COMPLAINTS RECEIVED/MADE?

Persons wishing to complain
 Completes a Complaint/compliment Reporting form or writes to/speaks to/telephones
 Head of Bus Dev & Client Services
 Kendal College, Milnthorpe Road
 Kendal, LA9 5AY
 Tel 01539 814719

1. The Complaints Procedure is open to all people served by the college, to include students, parents, employers, neighbours, visitors.
2. College employees must use the internal Grievance Procedure, where the complaint is about a member of staff but can use the complaints procedure where the complaint is about a service that the College is responsible for.
3. All formal complaints to be systematically channeled to the Head of Learner Services.
4. CFs are available from various locations (eg Student Services, Learning Centre) across college.
5. The person wishing to complain may well choose to use an 'Advocacy Service' (eg Student Services) if that would be more helpful.
6. Nominated Person will be Head of Function responsible for facility/employee about which/whom complaint has been made.
7. The investigation must be conducted in strict accordance with all tenets of natural justice (ie fair and consistent).

2 WHO SUPERVISES THE INVESTIGATION INTO THE COMPLAINT?

The Head of Bus Dev & Client Services records details of complaint and sends a standard letter of acknowledgement within 5 working days to person making complaint.
 A standard memorandum is used to request further information and a report from Nominated Person(s) within college

3. HOW IS A COMPLAINT INVESTIGATED?

With the Head of Bus Dev & Client Services, the Nominated Person conducts investigation, ensuring that evidence, statements etc are obtained from all parties to the complaint, and produces a Report and a Draft Reply

4 WHO REPLIES TO THE COMPLAINANT?

The Head of Bus Dev & Client Services scrutinises Report and Draft Reply and then conveys the reply to the Complainant by letter, or, if deemed appropriate by arranging to meet the complainant. This response should be made within 12 working days after the complaint has been acknowledged.

5 WHAT IF COMPLAINANT REMAINS DISSATISFIED?

If the complainant requires more information, the Head of Bus Dev & Client Services will respond by sending a further written response or by carrying out further investigation

- 8 Complainant will be advised of right to appeal to the Principal if still dissatisfied.

6 WHAT IF COMPLAINANT IS STILL DISSATISFIED?

If the complainant disagrees with the outcome the Head of Bus Dev & Client Services records details of Appeal and forwards papers to College Principal

7 HOW IS AN APPEAL HANDLED?

The Principal considers the nature of the complaint and carries out a further investigation, writes to the complainant with the outcome or meets with the complainant.

- 9 The Appeal to the Principal is the final stage of the Complaints Procedure within the college.

8 WHO CAN THE COMPLAINANT REFER TO OUTSIDE COLLEGE?

The complainant should refer their complaint to the Learning & Skills Council Cumbria, Venture House, Guard Street, Workington, Cumbria CA14 4EW, tel: 0845 019 4159.

- 10 If the appeal relates to First Aid, then complainants should refer to HSE, First Aid Application and Monitoring Section, Grove House, Skerton Road, Manchester M16 0RB