



Complaints Policy & Procedures

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Complaints Policy and Procedure

This Policy and Procedure is designed to clarify the process both for those making a complaint, and the staff dealing with complaints.

1. Policy Statement

- 1.1 Excel Education is committed to ensuring that any complaints received are addressed in an open, transparent manner to the satisfaction of all parties involved. The College welcomes the opportunity to investigate and deal with deficiencies in its services.

2. Complaints Policy

- 2.1 The College will deal with legitimate complaints in a fair, prompt and objective manner. Complaints will be dealt with without recrimination and learners will not be disadvantaged by raising a complaint. Anonymous complaints will not be accepted. However, all information is kept in strict confidence, shared only on a need-to-know basis. College staff is expected to respond positively to complaints and to alert learners to the Complaints Procedure.
- 2.2 Complaints will be dealt with promptly and constructively. All complaints will be dealt with in confidence but shared with a person who may be the subject of a complaint. The outcomes of any complaint will be shared with the complainant and any College staff involved only. Complaints made which, on investigation, turn out to be malicious, may result in disciplinary action.

2.3 The Admissions Assistant, as Complaints Officer, has overall responsibility for the complaints procedure and may nominate another person to investigate the complaint.

2.4 An overview analysis of the complaints received by the College is provided to Senior Managers and the Principal for the purpose of performance review.

3. When a staff member receives a complaint

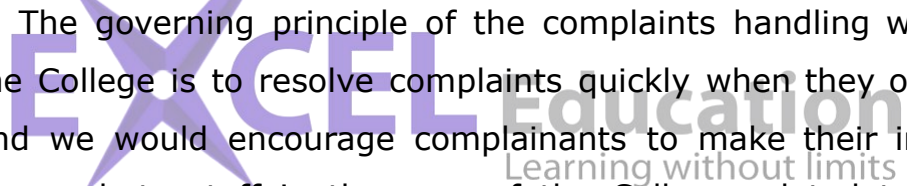
As complaints can potentially cover a wide variety of topics the following are general points on how a member of staff should deal with a complaint. Our commitment is to:

3.1 **Take all complaints seriously.** Whatever the subject of the complaint may be, by complaining the complainant has attached value to the subject and this should be respected by the member(s) of staff involved.

3.2 **Remain Professional.** In an organisation with a high degree of face to face contact, it is perhaps inevitable that there will be a proportion of complaints relating to staff. If a complaint relates to you, please remember that you are responding as a member of College staff and not as an individual. In these circumstances, it is perfectly reasonable to refer the individual to the information contained in section 5 below.

3.3 **Clear Communication.** If a complaint cannot be resolved immediately, the complainant should be informed about the complaints process, when a response may be expected and the method to be used for communicating this information.

4. How to take a complaint forward

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- 4.1 The governing principle of the complaints handling within the College is to resolve complaints quickly when they occur, and we would encourage complainants to make their initial approach to staff in the area of the College related to the complaint.
- 4.2 The college does recognise that in some instances, the complainant may not be comfortable with this as an initial approach, and in these circumstances complainants are advised to discuss their complaint with the Welfare Officer.
- 4.3 If the complainant does not feel comfortable with either of the above options or feels that the complaint has not been fully addressed, they can bring their complaint to the attention of the Principal.
- 4.4 The complainant should submit a complaint in writing via either e-mail or letter.
- 4.5 The written complaint should provide as much as possible, including:
- 4.5.1 Full contact details for the complainant
 - 4.5.2 The date of the incident resulting in the complaint
 - 4.5.3 The impact of the incident upon the complainant
 - 4.5.4 What action the complainant would like to see occur
- 4.6 Please note that if the complainant requires assistance with the formation of a written complaint, reception staff will be able to direct them to the appropriate support.
- 4.7 The Admissions Assistant will acknowledge receipt of the complaint within 5 working days, and will normally investigate

and respond to the complaint within 15 working days. If the response is anticipated to take longer, the complainant will be informed of the reasons for the delay and the anticipated response time.



4.8 Should the complainant feel that the complaint has not been resolved to their satisfaction, they can appeal to the decision made by the Welfare Officer. If this is the case the complainant should appeal in writing to the Principal, Using the following contact details:

Mr Zana Hussain - Principal

12 B Suffolk House

College Road, Croydon CR0 1PF

Email: zana@excel.center

The Administrative Manager will then pass the appeal to the Principal who was not involved in the original complaint investigation, for further investigation and assessment.

5. Support for those involved in a complaint

5.1 Support is available for all those involved in a complaint:

5.1.1 Representation: Parent, Guardian, Friend, supporter, Welfare Officer

5.1.2 Guidance with understanding the procedure: Welfare Officer

5.1.3 Support During the Procedure: Welfare Officer

If any further help is needed, the Welfare Officer should be contacted.

6. Monitoring the Procedure

6.1 It is essential that complaints are resolved promptly. The Administrative Manager will check the Register of Complaints every two weeks to identify outstanding complaints and ensure that the procedure is following the set time limits.

6.2 The Admissions assistant will present a schedule of complaints received to the Principal and will produce a report based on the register of complaints analysis, and cover the following items:

6.2.1 Number of complaints of each type

6.2.2 Time taken to process complaints

6.2.3 List of outstanding complaints

6.2.4 Outcomes of complaints

6.2.5 Appeals made and results of appeals

6.2.6 Analysis of complaints and outcomes by age, gender and ethnicity of complainant.

6.3 The Admissions Assistant will hold a record of all complaints for 2 years for audit purposes.

SAMPLE COMPLAINTS REGISTER

	Complaints nature/ short description	Date received	Name of the complainant	Action Taken
1				
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11				
12				
13				
14				
15				

COMPLAINTS PROCEDURE FLOW DIAGRAM

