



## Complaints Procedure 2011 / 2012

<b>Complainant to complete pages 5 &amp; 6 only</b>
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<b>Policy / Procedure</b>	Complaints Procedure 2011 / 2012
<b>Responsibility</b>	Richard Atkinson Assistant Principal Marketing, Communication, Registry and Admissions (Clerk to the Corporation)
<b>Who is affected</b>	All staff and learners.
<b>Number of Pages</b>	6

<b>Impact Assessed</b>	11 July 2011	<ol style="list-style-type: none"> <li>1. Age</li> <li>2. Disability</li> <li>3. Gender Reassignment</li> <li>4. Marriage and civil partnership</li> <li>5. Pregnancy and maternity</li> <li>6. Race</li> <li>7. Religion or belief</li> <li>8. Sex and sexual orientation</li> </ol>
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<b>Approved by the Senior Management Team</b>	18 July 2011.
<b>Approved by the Governing Body</b>	Not applicable.
<b>Posted on the Staff Intranet / Blackboard</b>	1 August 2011  <b>This document is available in large print, Braille or alternative formats upon request.</b>
<b>Review Date</b>	12 months.



## **Complaints Procedure 2011 / 2012**

Middlesbrough College hopes that your experience is positive and successful but on occasions there maybe something that might cause dissatisfaction. If this happens during your time with us then the College welcomes your views so that we can answer your concerns and improve our services for the future.

### **Informal**

You may find that by discussing the situation with your Tutor or with another member of staff, the matter can be resolved in a satisfactory way. If a problem relating to teaching, learning and assessment is encountered, you should approach your Director of Programme who will put into practice the appropriate procedures and respond to you. If you feel that this is not appropriate in the circumstances, or you have followed the informal route but have not been satisfied with the outcome, then you have the option of making a formal written complaint.

### **Formal**

You can make a formal complaint as follows.

- 1 Complete the attached Complaints Form. Please ensure that your personal details are given in full and that you have given as much information as possible regarding the nature of your complaint, e.g. date and time of incident, names of any witnesses if known, etc. Insufficient information may result in a delay in your complaint being investigated.
- 2 Return your form to the Reception Desk, where the form will be date-stamped and you will receive a copy as an acknowledgement that your complaint has been received. Your form will then be sent to the Assistant Principal - Marketing, Communication, Registry and Admissions & Clerk to the Corporation for investigation.

3 Alternatively you may send your completed form to

Mr Richard Atkinson  
Assistant Principal  
Marketing, Communication, Registry and Admissions  
(Clerk to the Corporation)  
Middlesbrough College  
Dock Street  
Middlesbrough  
TS2 1AD

4 If you need any support in completing this form, please contact Student Services.

5 If your complaint refers to a member of staff, then the Assistant Principal - Human Resources will be informed and involved in the complaint, should it be required.

6 If your complaint refers to any of the following:

- Age
- Disability
- Gender Reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex and sexual orientation

then the Assistant Principal - Quality, Standards and Excellence will be informed and involved in the complaint, should it be required.

7 Within **five working days of his receipt of your complaint**, the Assistant Principal - Marketing, Communication, Registry and Admissions & Clerk to the Corporation will send an initial written response to you to assure you that your complaint is being investigated.

- 8 Within **20 working days of the receipt of your complaint**, the College will normally have been able to complete its investigation and the Assistant Principal - Marketing, Communication, Registry and Admissions & Clerk to the Corporation will write to you with the outcome and, where appropriate, reasons will be supplied concerning any outcome or resulting decision.

Please note that working days do not include weekends or bank holidays. Occasionally this deadline may have to be extended to allow for key staff absence or college holidays, for example, but under normal circumstances the College will strive to meet the 20-day deadline.

It is our intention to provide our learners with a high standard of service and in order to help with this we would welcome your comments or views regarding this procedure.

A handwritten signature in black ink, appearing to read 'Richard Atkinson', with a horizontal line under the name.

Richard Atkinson  
**Assistant Principal**  
(Marketing, Communication, Registry and Admissions)  
(Clerk to the Corporation)



## Complaints Form

Name \_\_\_\_\_ Learner Number \_\_\_\_\_

Address \_\_\_\_\_

Post Code \_\_\_\_\_ Telephone Number \_\_\_\_\_

Course Name \_\_\_\_\_

Course Tutor \_\_\_\_\_

### Nature and details of Complaint

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(Continue overleaf if necessary)

Signed \_\_\_\_\_ Date \_\_\_\_\_

You will receive a date-stamped photocopy of this form if you hand it in to Main Reception, along with subsequent responses as outlined in the Complaints Procedure.

Mike Hopkins  
**Principal / Chief Executive**

