



Complaints Procedure 2009 / 2010

Complainant to complete pages 5 & 6 only

Policy / Procedure	Complaints Procedure
Responsibility	Richard Atkinson Assistant Principal - Registry, Estates & Governor Services
Who is affected	All staff and learners.
Number of Pages	6

Impact Assessed	8 June 2007	1. Age <input type="checkbox"/>
	8 June 2007	2. Disability <input type="checkbox"/>
	8 June 2007	3. Gender <input type="checkbox"/>
	8 June 2007	4. Race Equality <input type="checkbox"/>

Approved by the Senior Management Team	30 June 2009.
Approved by the Governing Body	Not applicable.
Posted on the Staff Intranet / Blackboard	30 June 2009.
Review Date	12 months.



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We hope that your experience with Middlesbrough College is positive and successful. However, we are aware that occasionally something may cause dissatisfaction and on such occasions we would welcome your views.

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 the process outlined above 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.
- 2 Fill in the details concerning the complaint e.g. date, time, nature of incident and personal details e.g. name, address, a contact phone number. If appropriate the names of any witnesses would be helpful.
- 3 Return your form to the Reception Desk, where the form will be date-stamped and you will receive a copy of your stamped form as an acknowledgement that your complaint has been received. Your form will then be sent to the Assistant Principal - Registry, Estates & Governor Services for investigation.
- 4 If you need any support in completing this form, please contact Student Services.

5 Alternatively you may send your completed form to

Mr Richard Atkinson
Assistant Principal - Registry, Estates & Governor Services / College Ombudsman
Middlesbrough College
Dock Street
Middlesbrough
TS2 1AD

6 Within **five working days of his receipt of your complaint**, the Assistant Principal - Registry, Estates & Governor Services will send an initial written response to you to assure you that your complaint is being investigated.

7 Within **a further 15 working days**, the College will normally have been able to complete its investigation and the Assistant Principal - Registry, Estates & Governor Services 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 15-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.



Richard Atkinson
Assistant Principal - Registry, Estates & Governor Services / College Ombudsman



Complaints Form

Name _____ Learner Number _____

Address _____

Post Code _____ Telephone Number _____

Course Name _____

Course Tutor _____

Nature and details of Complaint

(Continue overleaf if necessary)

Signed _____ Date _____

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

John Hogg
Principal / Chief Executive

