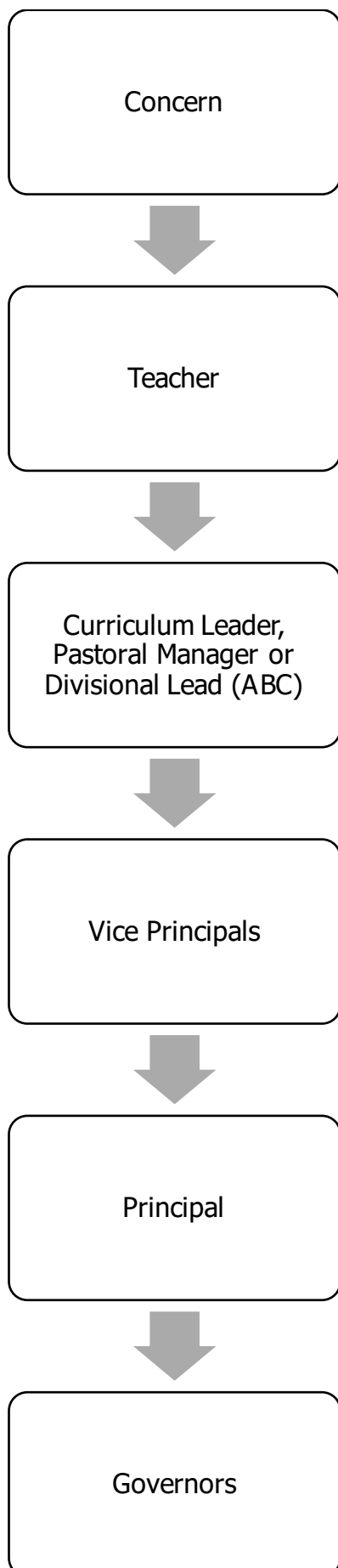




Student and Parents concerns/Complaints Procedure

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If you, or your parents/guardians, have any concerns about the College provision you/they should go through the following procedure:

As a student, discuss your concerns informally with a teacher or another member of staff you easily relate too (e.g. Chaplain or Counsellor).

If this proves unsatisfactory raise your concerns with the curriculum leader if an academic concern. Also, you may inform your Pastoral Manager or another senior member of staff, such as a curriculum Divisional Lead. They will attempt to resolve the issue through discussion. Your parents/guardians can also raise your concerns with the Pastoral Manager.

Formal Concerns/Complaints

If you or your parents/guardians are still dissatisfied, raise the concerns/complaints with the Divisional Lead Pastoral. This must be put in writing by yourself or your parents/guardians. The Divisional Lead Pastoral, once the written complaint has been received, will contact you within 5 working days to discuss what actions are to be taken.

If you are still dissatisfied, raise your concerns/complaints in writing by yourself or your parents/guardians to the Vice Principal of Student Support and/or Vice Principal of Curriculum, whom will reply within 5 working days.

Appeals

If you are dissatisfied with the outcome you can appeal to the Principal in writing by yourself or your parents/guardians. The Principal will reply within 5 working days.

The final group you can appeal to are the College Governors. Appeals must be put in writing either by yourself or your parents/guardians.