



Complaints Procedure

Date approved: October 2018
Approved by: NSFC SLT and Whole College Leadership Team
Review date: July 2019
Responsible Managers: Assistant Principal, Quality and Performance

Accessible to Students/Customers: Yes

Consultation

Consultation undertaken with:

- Newcastle Sixth Form College
- NCG Group Director of Quality and Standards

Introduction

The College has a staged complaints procedure through which we aim to resolve concerns as quickly as possible. The procedure differs slightly for students and for complaints of a general nature, and these are shown separately within this procedure.

The complaints procedure is regularly monitored, evaluated and reviewed.

It is made accessible to students, staff, parents and the general public via the college website.

There is a designated member of the Senior Leadership Team (SLT) with responsibility for ensuring the implementation of the procedure. This includes the production of a termly report on complaints for the college SLT and local board and an annual report to the Corporation board.

All complaints are investigated in a systematic and non-confrontational manner.

Employees, or former employees, should use the NCG Grievance Policy and Procedure. Further details and advice on this can be obtained from Human Resources.

Timescales

In order to help us to investigate and resolve any area of dissatisfaction you should notify us of your concern at Stage 1 immediately and no later than 3 months following its occurrence. Complaints made at Stage 2 must be made within 3 months of exhausting Stage 1 of the complaints procedure and complaints made at Stage 3 must be made within 3 months of exhausting Stage 2 of the complaints procedure.

The Complaints Procedure – Students

Stage 1

Rather than let an issue of concern or an area of dissatisfaction become a complaint, we hope that you will try to resolve your issue promptly by:

- Raising your concerns directly with the person who, in your opinion, is responsible; or directly with the Head of Department for the subject or service area concerned; or
- Using the College course feedback opportunities to bring concerns to the attention of subject teams and College managers; or
- Using your Student Council representative to take forward any concerns; or
- Raising concerns through student focus groups.

Once you have raised an issue or concern, the College will respond in a timely fashion.

Stage 2

If your concern is not resolved at Stage 1, or you feel that the issue has not been responded to satisfactorily, you can take your complaint to Stage 2 of the College Procedure. You should write to the Assistant Principal, Quality and Performance, identifying both the nature of the complaint and, if appropriate, the individual against whom the complaint is being made. Any complaint against an individual will be dealt with in a confidential manner. You will receive a response within ten working days detailing how we plan to investigate and when you might expect a detailed answer.

The address to write to is:

Assistant Principal, Quality and Performance
Newcastle Sixth Form College,
Westmorland Road,
Newcastle upon Tyne,
NE4 7SA

Stage 3

If you are dissatisfied with the response to your Stage 2 complaint, you have the right to escalate your complaint to Stage 3. You should put your complaint in writing, detail the reason for your dissatisfaction, what you have done to try to remedy the complaint informally and what you would like us to do next. Any complaint against an individual will be dealt with in a confidential manner. Stage 3 complaints should be sent to the office of the Principal. You will receive a response within ten working days detailing how we plan to investigate and when you might expect a detailed answer.

The address to write to is:

The Principal
Newcastle Sixth Form College
Westmorland Road
Newcastle upon Tyne
NE4 7SA

Stage 4

If your concern is not resolved at Stage 3 and you are still not happy, you can appeal to the Education and Skills Funding Agency (ESFA). Before you can do this, you must have exhausted all three stages of the College's complaints procedure. If your concern reaches this stage, we will give you full information on how to proceed. You should note that any complaint made to the ESFA must be made in writing within 3 months of exhausting the above complaints procedure.

Details of the ESFA complaints procedure are available on their website:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#complain-about-a-post-16-training-provider-college-or-employer-we-fund>

Complaints received by an external funding body or arbitration service (eg Education and Skills Funding Agency or Department for Work and Pensions) will be referred to the Chief Executive of NCG for investigation.

The Complaints Procedure – General Complaints, non-students

Stage 1

If you are a member of the public, parent, ex-student or general user of the College and you are dissatisfied or have concerns about the service provided, you should in the first instance:

- Raise the issue directly with the person who, in your opinion, is responsible; or
- Raise the issue with the Head of Department, Head of Service, supervisor or manager for the area/service concerned.

Once you have raised an issue or concern, the College will respond in a timely fashion.

Stage 2

If your concern is not resolved at Stage 1, or you feel that the issue has not been responded to satisfactorily, you can take your complaint to Stage 2 of the College Procedure. You should write to the Assistant Principal, Quality and Performance, identifying both the nature of the complaint and, if appropriate, the individual against whom the complaint is being made. Any complaint against an individual will be dealt with in a confidential manner. You will receive a response within ten working days detailing how we plan to investigate and when you might expect a detailed answer.

The address to write to is:

Assistant Principal, Quality and Performance
Newcastle Sixth Form College,
Westmorland Road,
Newcastle upon Tyne,
NE4 7SA

Stage 3

If you are dissatisfied with the response to your Stage 2 complaint, you have the right to escalate your complaint to Stage 3. You should put your complaint in writing, detail the reason for your dissatisfaction, what you have done to try to remedy the complaint informally

and what you would like us to do next. Any complain against an individual will be dealt with in a confidential manner. Stage 3 complaints should be sent to the office of the Principal. You will receive a response within ten working days detailing how we plan to investigate and when you might expect a detailed answer.

The address to write to is:

The Principal
Newcastle Sixth Form College
Westmorland Road
Newcastle upon Tyne
NE4 7SA

Stage 4

If your concern is not resolved at Stage 3 and you are still not happy, you can appeal to the Education and Skills Funding Agency (ESFA) for all courses. Before you can do this, you must have exhausted all three stages of the College's complaints procedure. If your concern reaches this stage, we will give you full information on how to proceed. You should note that any complaint made to the ESFA must be made in writing within 3 months of exhausting the above complaints procedure.

Details of the ESFA complaints procedure are available on their website:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#complain-about-a-post-16-training-provider-college-or-employer-we-fund>

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