

Complaints Procedure

Date approved: August 2020
Approved by: NSFC SLT
Review date: July 2021
Responsible Managers: Deputy Principal



Accessible to Students/Customers: Yes

1. Purpose and overview of the procedure

The Newcastle Sixth Form College Complaints Procedure is compliant with the NCG Complaints Policy (approved July 2019). The NCG Complaints Policy applies to each college within NCG. Its purpose is to ensure a positive experience for those who learn with us, or use our services. The NCG Policy requires the College to implement of a four stage complaints procedure.

- Through the staged complaints procedure we aim to resolve concerns as quickly as possible.
- All complaints are investigated in a systematic and non-confrontational manner.
- Confidentiality is observed as appropriate throughout the 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 (Deputy Principal). This includes the production of a termly report on complaints for the College SLT and Local Board and an annual report to the NCG Corporation Board.
- The Complaints Procedure contributes to quality assurance and to the constant improvement of services provided by the College.

2. Stages of Complaint

NSFC operates a four stage complaints procedure:

Stage	Timescale	Reporting
Stage 1 Informal	Stage 1 concerns should be raised immediately and no later than three months after occurrence of the issue.	Concerns should be brought to the attention of the person who in your opinion, is responsible (e.g. a teacher or the Head of Department for the subject or service area concerned). We will try to resolve complaints at this stage. Whilst this is an informal stage, the College will ensure that the issue is recorded in a log indicating the nature of complaint, the date it was raised, outline resolution and date closed.
Stage 2 Formal	Stage 2 concerns will be raised within three months of exhausting Stage 1	If the concern is not resolved at the informal stage, or you feel that the issue has not been dealt with, then it will progress to Stage 2. Formal complaints should be submitted in writing to the Deputy Principal, either by e- mail or post (see address below). Complaints will be acknowledged within three working days. The complaint will be investigated fully by the Deputy Principal or by an appropriately delegated manager. A formal response to the complaint will be made within 10 working days. Where this is not possible, you will be informed in writing.
Stage 3 Appeal	Stage 3 concerns will be raised within three months of exhausting Stage 2	If you are dissatisfied with the response to the Stage 2 complaint, you have the right to appeal by escalating to Stage 3. The appeal should be made in writing, detailing the reason for the dissatisfaction and why you consider the response to the formal complaint (stage 2) to be inadequate. Stage 3 appeals should be sent to the Principal (see address below). The Principal will review the appeal, fully investigate the matter and provide a formal response within 10 working days from receipt of the stage 3 appeal. Where this is not possible, due to complexity, the complainant must be informed in writing.

<p>Stage Four Group and external referral</p>	<p>Stage 4 concerns will be raised within one month of exhausting Stage 3.</p>	<p>If the concern is not resolved at Stage 3 and you remain dissatisfied, then a final appeal can be made to the Chief Executive of NCG. Before you proceed, you must have exhausted all stages above. A formal response will be provided within 10 working days from receipt of the stage 4 complaint. If the issue cannot be resolved through the CEO's office, then the NCG Executive Director of Quality, will notify the Educational and Skills Funding Agency (ESFA).</p>
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3. Contact details for complaints

Stage 2

The address to write to is:

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

Stage 3

The address to write to is:

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

Stage 4

The address to write to is:

NCG Chief Executive's Office
Rye Hill House
Scotswood Road
Newcastle upon Tyne
NE4 7SA

4. Complaints about senior leaders

Where a complainant wishes to make a complaint about the Principal, then this will proceed directly to Stage 2 by addressing it to the NCG's Chief Executive's Office, NCG, Rye Hill House, Scotswood Road, Newcastle upon Tyne NE4 7SA.

Where a complainant wishes to make a complaint about the Chief Executive of NCG, then this will proceed directly to Stage 2 by addressing it to the Executive Director Governance, Risk and Assurance, NCG, Rye Hill House, Scotswood Road, Newcastle upon Tyne NE4 7SA