



**Bosworth
Independent
College**

Complaints Policy

Reviewed	January 2020
Next Review Date	June 2020
Lead for Review	Vice Principal

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Introduction

Under the Provisions of the Child Protection Act it is necessary to make available to staff, students and parents a formal complaints procedure. This document is the formal complaints procedure and is available on the College website, Firefly or by request from the Main Office. Students will be made aware of the process in a Personal Tutor Meeting soon after their induction to the College.

A log of the number of complaints, made in the last year, is available on request from the College office.

The Complaints Policy is a three-stage process, (informal, formal and panel hearing).

Informal Complaints

Any student, parent or guardian is encouraged to bring any concerns that they have to the notice of an appropriate person, for example Personal Tutor, Course Director, Member of the SLT, Boarding Staff, or Principal. An appointment with a suitable representative of the College is normally available within 2 working days.

Every effort will be made to resolve issues at this informal stage. The ethos of the College is that we will always listen to, discuss and take seriously any issues brought to our attention. Formal records of informal complaints are rarely kept. Where it is perceived that there is a requirement to keep a record of correspondence and statements, the complaint will normally have escalated to being a formal complaint. Any correspondence, statements and records will remain confidential.

If the complaint has not been resolved by informal discussion, then it may be made into a formal complaint in writing, on completion of the Notification of an Official Complaint form. This form is available on the College Website, on Firefly and from the Main Office or from the Principal.

Formal Complaints

A formal complaint will be acknowledged within 5 working days. If the formal complaint or concern cannot be resolved within 21 working days then the matter will be referred by the Principal or Vice Principal or the person making the complaint if preferred to the Chair of Governors. They will then contact the person making the complaint, usually within 10 working days, to discuss the matter and review the information gathered and matters already discussed. They will keep a record of the complaint alongside any correspondence and statements, storing these confidentially. It is hoped that the Chair of Governors' investigation will bring about a resolution. The Chair of Governors will make a confidential written record of the discussion and a copy of this will be given to the person making the complaint, stating with a date that the matter has been resolved.

If there is no resolution of the formal complaint then the complaint can be referred by the Chair of Governors or the person making the complaint, as preferred, to a panel hearing. The panel hearing will take place within a further 10 working days.

Panel-hearing

The panel that will hear the complaint will be appointed on behalf of the Proprietor by the Chair of Governors. The panel will consist of at least three people who were not directly involved in the matters detailed in the complaint. At least one panel member will be independent of the management and running of the College. The person making the complaint may attend the panel hearing and should they wish, be accompanied. The panel may conduct a further investigation and/or review the information provided by the Chair of Governors and/or the person making the complaint, including any statements provided. The panel will make findings and recommendations and ensure that these are provided to the complainant and, where relevant, the person complained about within 5 working days of the panel hearing having taken place. The report outlining the findings and recommendations will outline the reasons for the decision. The panel's findings and recommendations will be made available for inspection on the College premises.

The College does not undertake always to investigate an anonymous complaint, unless the nature of the complaint is particularly serious.

Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the Education and Skills Act 2008 requests access to them.

Complaints will be considered only where a student is currently on roll.

Notification of an Official Complaint

Name of person making the complaint*	
Contact details of the person making the complaint	
Date of the complaint	
Please give details of the nature of the complaint	
How would you wish the complaint to be resolved? Please note that this cannot be guaranteed but will be considered when the complaint is investigated.	

* Please note that the College does not undertake investigations into complaints that are made anonymously.

This form, once completed, should be returned to the Principal: Craig.Wilson@bosworthCollege.com.

If the complaint is about the Principal, then please email it in confidence to the Senior Administrator; Beverly.coyle@bosworthCollege.com who will forward it to the Chair of Governors.

We aim to investigate and resolve complaints within 3 weeks or 21 working days of receipt of the official complaint.