

1. Introduction

- 1.1. The College aims to provide a high quality of service to students. If you are a student at the College and you are concerned or worried about the quality of this service in any area, for example, in the teaching, learning and support you are experiencing, please let us know. You have the right to complain about the quality of service and the right to an open and fair Complaints Procedure. If you do have a concern or a worry, please follow the Complaints Procedure set out below. It is designed to ensure that all complaints are considered in a fair, consistent and timely manner.
- 1.2. There are people in College who can help and support you with a complaint, including your Progress Tutor, the Safeguarding Team, or the Senior Leadership Team. We would advise that you seek help first from your Progress Tutor, as they know you best, and are best placed to help and support. At any stage, your parents / carers or an advocate are welcome to be involved, or to attend a meeting with you, as may be necessary, in order to support you with your complaint.
- 1.3. College staff will do their very best to help you to resolve your complaint. You will receive advice about the two main ways in which your complaint can be resolved, and the member of staff will discuss these with you thoroughly, before an agreed course of action to hopefully a resolution is taken.

All complaints will be dealt with in a confidential manner.

2. Complaints procedure

- 2.1. In any organisation, there are times when misunderstandings or concerns arise. We are committed to trying to resolve **these** as quickly and effectively as possible, using the following procedure. The procedure is written for students to follow; however, if any parent/carer has a complaint that they would like to raise, please follow the same procedure.

2.2. Stage 1 A conversation (Informal)

The best way to resolve a misunderstanding or concern is to have a conversation with the person with whom the misunderstanding or concern has arisen. Often misunderstandings and / or concerns can be resolved to a satisfactory conclusion, when time is taken to talk through the misunderstanding or concern.

If, however, you do not feel confident in taking this suggested approach, please contact your Progress Tutor, a member of the safeguarding team, or a member of the Senior Leadership Team, who will support you to try to resolve the concern through conversation.

Complaints Procedure for students and parents / carers 2021

You can approach other members of staff with your concern, and these staff will pass your concern on to one of the above, most likely your Progress Tutor, in the first instance.

If your concern is satisfactorily resolved at Stage 1, there will be no formal record kept of your concern. We will, however, keep a record of the nature of the concern, in order to identify any common themes that may arise, which we can try to eliminate through positive action.

Please note: if you do not want to try to resolve your concern through talking directly to the person with whom the misunderstanding or concern has arisen, on your own, or with support from a member of College staff, or you have tried this approach, and feel that the concern has not been resolved to your satisfaction, you should proceed to Stage 2.

2.3. Stage 2 A written concern (Formal)

If you would prefer not to follow the approach as strongly advised in Stage 1, or if you are not happy with the outcome of the approach used in Stage 1, please submit your concern / continued concern in writing to:

- The Complaints Manager, Huddersfield New College, New Hey Road, Huddersfield, HD3 4GL or
- complaints@huddnewcoll.ac.uk

Your written concern will be dealt with much more effectively if you can provide as much detail and evidence as possible about the nature of the concern and any communication that you have already had with the College about the concern.

You will receive an acknowledgement of receipt of your written concern within 2 working days of receipt, this may be via a telephone call or by email. This acknowledgement will also inform you who will be the Lead Manager dealing with your written concern, and it will provide you with their contact details.

The Lead Manager will be your main point of contact throughout the duration of the complaints procedure at Stage 2.

They will organise an investigation into the concern that you have raised.

As part of the investigation, you may be invited to a meeting to discuss your concern. Your parents / carers or an advocate are welcome to accompany you to any such meeting.

The outcome of the investigation i.e. whether your complaint has been upheld or not will be reported to you in writing within 10 working days of the College's receipt of your written concern.

Complaints Procedure for students and parents / carers 2021

Please note that due to GDPR restrictions, the College cannot provide you with detailed feedback about the outcome of any investigation or any action that is taken as a result.

You will simply be informed that an investigation has been undertaken and that your complaint has been upheld or not.

2.4. Stage 3 Appeals

If you are not satisfied with the outcome of the investigation at Stage 2, you may appeal to the Principal.

Your appeal should be in writing too, sent to one of the contact addresses as outlined in Stage 2, and must be received by the College within 10 working days of written receipt by you of the outcome at Stage 2.

The Principal will review your appeal and will respond in writing with a final decision within 10 working days of receipt of your appeal letter.

There is no right of appeal against the Principal's final decision.

2.5. Stage 4 Due Process Appeals

As stated above the decision of the Principal is final, and not open to appeal.

Your only recourse of appeal beyond Stage 3 is if you believe the College has not followed the procedures outlined in Stages 2 and 3 above.

You may contact the Chair of the Corporation, by writing to the Clerk of the Corporation at the College address, if you believe that Stage 2 and / or Stage 3 have not been followed correctly.

A representative of the Corporation (nominated by the Chair) will investigate your appeal that due process has not been followed, and will respond in writing their findings within 10 working days of receipt of your appeal letter.

2.6. Record Keeping

Written records will be kept of all formal Stage 2 complaints in order to learn from, and to try to prevent, any similar complaints in the future about the quality of service to students .

2.7. Complaints about official qualifications

If your complaint relates to a qualification aim, and you are not satisfied that the College has resolved your complaint satisfactorily, you are entitled to contact the appropriate examination board. Each examination board specify that the centre (College) is best placed to investigate any complaint, but will address your complaint, if this avenue has been exhausted.

Complaints Procedure for students and parents / carers 2021

The contact details for the examination boards that the College works with are listed below:

- AQA (<https://www.aqa.org.uk/>)
- Pearson (<https://qualifications.pearson.com/en/home.html>)
- WJEC (<https://www.wjec.co.uk/>)
- OCR (<https://www.ocr.org.uk/>)
- CACHE (<https://www.cache.org.uk/>)
- NCFE (<https://www.ncfe.org.uk/>)

Complaints about the Level 5 Foundation Degree in Sport and Exercise Science (in partnership with The University of Central Lancashire)

Please follow the complaints procedure, as detailed on the College's website. <https://huddnewcoll.ac.uk/apply-courses/FdScDegreeSport>

Review of Policy and Communication to Key Stakeholders

The Senior Leadership Team own this policy. Once reviews are approved by SLT, staff and students and their parents/carers will be notified of the new policy via staff news/Moodle/Moodle News Bites/parent briefings, as appropriate, and the policy will be published on the College website.

Version	Date	Author(s)	Comments	Approval Route/ Date	Date of Next Review
1	November 2011	Helen Smithson		SMT Feb 2011	
2	November 2015	Sonia Ross / Peter Kennedy	Policy Review	SLT December 2015	September 2017
3	November 2017	Sonia Ross / Peter Kennedy	Policy Review	SLT December 2017	September 2019
4	September 2018	Sonia Ross	Policy Review	SLT September 2018	September 2021
5	February 2019	Lee Goddard	Policy Review	SLT March 2019	March 2020
6	March 2020	Lee Goddard	Policy Review	SLT March 2020	March 2021
7	February 2021	Lee Goddard / Marcus Smith Connor along with the Head Student team	Policy Review	SLT January 2021	March 2022

Huddersfield New College Policies, Protocols and Procedures

Complaints Procedure for students and parents / carers 2021



3. Equality Impact Assessment

Question	Response
1. Name of policy being assessed	Complaints
2. Summary of aims and objectives of the policy	The purpose of the policy is to clearly indicate the process for students or their parents / carers of making complaints to the College.
3. What involvement and consultation has been done in relation to this policy? (e.g. with relevant groups and stakeholders)	Deputy Principal and Vice Principal - Student Support have worked together and the document has been discussed at SLT. The head student team and their parents / carers provided feedback which led to amendments to the policy.
4. Who is affected by the policy?	HNC staff / students / parents and carers
5. What are the arrangements for monitoring and reviewing the actual impact of the policy?	The policy will be the basis for all student and / or parental / carer complaints received by the College. The policy will be reviewed annually.

Protected Characteristic Group	Is there a potential for positive or negative impact?	Please explain and give examples of any evidence/data used	Action to address negative impact (e.g. adjustment made)
Disability	Positive Impact	The policy allows all students / parents / carers to address issues where they feel the service has not been to a satisfactory standard.	N/A
Gender reassignment	Positive Impact	As explained for disability	
Marriage or civil partnership	Positive Impact	As explained for disability	
Pregnancy and maternity	Positive Impact	As explained for disability	
Race	Positive Impact	As explained for disability	
Religion or belief	Positive Impact	As explained for disability	
Sexual orientation	Positive Impact	As explained for disability	

Huddersfield New College Policies, Protocols and Procedures



Complaints Procedure for students and parents / carers 2021

Sex (gender)	Positive Impact	As explained for disability	
Age	Positive Impact	As explained for disability	

Evaluation:

Question	Explanation / justification	
Is it possible the proposed policy could discriminate or unfairly disadvantage people?	The policy describes the processes to enable any student / parent or carer to make a complaint to the College, and the procedure the College will following responding.	
Final Decision:	Tick the relevant Box	Include any explanation / justification required
1. No barriers identified, therefore activity will proceed .	✓	The basis of the policy and expectations have been discussed at Senior Leadership Team meetings
2. You can decide to stop the policy or practice at some point because the data shows bias towards one or more groups		
3. You can adapt or change the policy in a way which you think will eliminate the bias		
4. Barriers and impact identified, however having considered all available options carefully, there appear to be no other proportionate ways to achieve the aim of the policy or practice (e.g. in extreme cases or where positive action is taken). Therefore you are going to proceed with caution with this policy or practice knowing that it may favour some people less than others, providing justification for this decision.		

Reviewed by: (Author)	Lee Goddard
Date:	19/1/21
Review date (if applicable):	

Huddersfield New College Policies, Protocols and Procedures

Complaints Procedure for students and parents / carers 2021



Approval by: (SLT Lead)	Lee Goddard
Date:	19/1/21