

Huddersfield New College Policies, Protocols and Procedures

Complaints Procedure for parents / carers and students

1. Introduction

- 1.1. The College aims to provide a high quality of service to students and other key stakeholders. If you 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. College staff will do their very best to help resolve all complaints. Please note that 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. HNC is committed to trying to resolve any such concerns as quickly and effectively as possible. This policy applies to anyone who has a complaint against the College.
- 2.2. **Stage 1: Informal**

Often the best way to resolve an issue is to talk to the person / people directly concerned. If, however, you do not feel confident in taking this approach, please contact a Progress Tutor, a member of the Safeguarding Team, or a member of SLT, who will seek to resolve the issue informally on your behalf. Other members of staff can also pass your concern to any of the above.

If you do not want to follow the informal approach outlined above, or you have tried the informal approach and feel that the issue has not been resolved, you should proceed to Stage 2.

- 2.3. **Stage 2: Formal**

If you wish to make a formal complaint, please submit in writing the issue(s) that you would like to be investigated, to:

- **Email:** complaints@huddnewcoll.ac.uk
- **Postal address:** The Complaints Manager, Huddersfield New College, New Hey Road, Huddersfield, HD3 4GL

Your complaint will be dealt with much more effectively if you provide as much detail and evidence as possible about the issue(s) that you wish to be investigated along with details of any communication that you have already had with the College about the matter.

You will receive an acknowledgement of your formal complaint within two working days of receipt, this may be via a telephone call or by email. In this acknowledgement will be informed of the Lead Manager who will manage your complaint along with their contact details. The Lead Manager will be your point of contact with the College throughout the duration of your complaint at Stage 2.

Huddersfield New College Policies, Protocols and Procedures

Complaints Procedure for parents / carers and students

The Lead Manager will organise an investigation of the issue(s) that you have raised. As part of the investigation, you may be invited to a meeting to discuss your issue(s).

The outcome of the investigation will be reported to you in writing within 10 working days of first contact with the Lead Manager. You will be notified of the outcome of the investigation by the same method of communication that you used to submit your formal complaint. For example, if you email your formal complaint the investigation outcome notification will be sent via email. Postal correspondence will be by recorded delivery.

Please note that due to GDPR restrictions the College cannot provide you with detailed feedback about the outcome of the investigation or any action that is taken as a result. You will be informed that an investigation has been undertaken and whether your complaint has been upheld or not.

2.4. Stage 3: Appeal

If you are not satisfied with the outcome of the investigation at Stage 2, you may appeal to the Principal. Your written appeal should be sent to:

- **Email:** complaints@huddnewcoll.ac.uk
- **Postal address:** The Complaints Manager, Huddersfield New College, New Hey Road, Huddersfield, HD3 4GL

Your appeal must be received by the College within 5 working days of the notification of the outcome at Stage 2 being emailed / posted to you.

The Principal or their designate will review your appeal and will respond in writing with a final decision within 10 days of receipt of your appeal. The Principal / Principal's designate decision is final, there is no further right of appeal.

Please note that due to GDPR restrictions the College cannot provide you with detailed feedback about the outcome of the appeal or any action that is taken as a result. You will be informed that a review of the Stage 2 outcome has been undertaken and whether your appeal has been upheld or not.

2.5. Stage 4: Procedural appeal

The decision reached at Stage 3 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 Stage 2 and 3 above. If you think that this policy has not been followed you must submit a Stage 4 Procedural Appeal in writing using the details below:

- **Email:** complaints@huddnewcoll.ac.uk
- **Postal address:** The Clerk of the Corporation, Huddersfield New College, New Hey Road, Huddersfield, HD3 4GL

Huddersfield New College Policies, Protocols and Procedures

Complaints Procedure for parents / carers and students

You will receive an acknowledgement of your procedural appeal within two working days of receipt, this may be via a telephone call or by email. In this acknowledgement you will be informed of the representative of the Corporation who will investigate your procedural appeal.

The representative of the Corporation will respond in writing with a final decision within 10 days of receipt of your procedural appeal.

Please note that due to GDPR restrictions the College cannot provide you with detailed feedback about the outcome of the procedural appeal or any action that is taken as a result. You will be informed that a review of the procedure followed in your case has been undertaken and whether your procedural appeal has been upheld or not.

2.6. Record Keeping

If a complaint reaches Stage 2, records are kept in order to learn from and to try to prevent any similar complaints in the future about the College’s service.

2.7. Complaints relating to 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 exam board. Each exam board specify that the centre (College) is best placed to investigate any complaint but will address your complaint, if this avenue has been exhausted.

The contact details for the awarding organisations that the College works with can be found on their website. The College works with the following awarding organisations:

- AQA
- Pearson
- WJEC
- OCR
- CACHE
- NCFE
- The University of Central Lancashire

Review of Policy and communication

The Senior Leadership Team own this policy. Once reviews are approved, 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

Huddersfield New College Policies, Protocols and Procedures

Complaints Procedure for parents / carers and students

Version	Date	Author(s)	Comments	Approval Route/ Date	Date of Next Review
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	Policy Review	SLT January 2021	March 2022
8	September 2022	Lee Goddard / Marcus Smith Connor	Policy Review	SLT September 2022	September 2023

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)	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	N/A

Huddersfield New College Policies, Protocols and Procedures

Complaints Procedure for parents / carers and students

		where they feel the service has not been to a satisfactory standard.	
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	
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 follow in any complaint made to the College. There is no possible discrimination.	
Final Decision:	Tick the relevant Box	Include any explanation / justification required
1. No barriers identified, therefore activity will proceed .	✓	The policy is consistent in it's approach to receiving and responding to complaints.
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		

Huddersfield New College Policies, Protocols and Procedures

Complaints Procedure for parents / carers and students

<p>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.</p>		
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Reviewed by: (Author)	Marcus Smith Connor / Lee Goddard
Date:	12/9//22
Review date (if applicable):	September 2022
Approval by: (SLT Lead)	Julie Thomas
Date:	20/9/22