

## PROCESS FOR HANDLING FORMAL COMPLAINTS

All formal complaints are recorded by the Head of Quality Assurance and Improvement. Complaints will normally be acknowledged within 3 working days. The complaint will then be passed to the appropriate Faculty Director or senior manager who will investigate the complaint and normally respond in writing within 15 working days. If more time is needed to investigate the complaint the Faculty Director or senior manager will inform the complainant of this and give a revised time limit for a full response.

## APPEALS

Appeals against decisions must be in writing and sent to the Principal within 10 working days. The Principal will make a final decision and that this is the final stage of the College's complaints procedure.

If there is disagreement with the Principal's decision, complainants may appeal to the Skills Funding Agency, South West Senior Account Director. This should be within 3 months of the College making a decision on the complaint.

## RELATED POLICIES, PROCEDURES, DOCUMENTS, DEFINITION

Customer Service Procedure

Policy Review				
Author	Position	Approved by Corporation/Committee	Approval date	Review date
Stan Bishop	Head of Quality Assurance & Improvement	Corporation	15 Dec 2010	15 Dec 2012