



College Complaints Procedure

BCA wishes to ensure that all users of the College are able to make their views known when things go wrong or when they are unhappy about the service received. From time to time mistakes, misunderstandings and lower than expected service can occur. When this happens it is important to seek to resolve issues, formally apologising when the service provided has not been satisfactory.

Policies and Procedure

There are a number of formal policies and procedures which deal with specific areas of the College's work. Individuals and groups are encouraged to raise concerns with the member(s) of staff as outlined within these procedures/policies.

1. Academic Matters

Academic Regulations are given to all students at the beginning of their programme of study. These include procedures for resolving complaints or appeals about assessments and grades given to student work. Concerns or complaints should be sent to the appropriate Head of Department.

2. Student Discipline and Grievance Procedures

These procedures detail student rights to appeal against non-academic disciplinary action. Concerns, complaints or appeals should be sent to the Vice Principal in the first instance.

3. Equal Opportunities

If any individual or group considers that they are suffering from discrimination or from harassment, committed either by a member of staff or student or another person, they may raise the matter with any member of staff or the Vice Principal who is a member of the College Diversity and Equality Group.

4. Safeguarding

Safeguarding issues are dealt with in the strictest confidence and all concerns should in the first instance be directed to the Student Welfare Manager who is the Senior (designated) Child Protection Officer, CPO.

5. Finance and Administration

Finance and fee information is published annually in the prospectus. Issues and concerns should be sent to the Finance Director for all finance or administrative complaints.

How to Make a Complaint

In the event that policies or procedures are inappropriate or have failed, the route to make sure a complaint is heard is as follows:

Approach the manager responsible for the area of the College's work that relates to your complaint; defined as follows:

Complaint	Manager
Prospective Students	Vice Principal
Student Academic Matters	Head of Department
Welfare or Social Concerns	Student Welfare Manager
Employer or Member of the Public	Vice Principal
Finance and Administrative Services	Finance Director
Client Services	Commercial Director

It is important that the manager concerned is given every opportunity to resolve the complaint.

If you do not receive a satisfactory response or solution please write to the Principal, explaining your concerns; please include in the correspondence the reasons for your continued dissatisfaction.

At this stage problems or complaints will be resolved by the Principal or a member of the SLT. However, the Charter for Further Education establishes certain rights for individuals or groups to complain to a range of other bodies and individuals if they continue to remain unsatisfied; these include:

- Chairman of the College Corporation **through the Clerk** to the Corporation at the College's address
- Local Education Authority for students aged 14-16 years or School Academy
- Qualification Awarding Body
- Local Member of Parliament

Management of Complaints

The College will respond within ten working days of receiving a written letter of complaint. There will be occasions when it may take longer than ten days to determine a resolution to the issues raised. In the event that this happens, the College will keep those raising the complaint informed of progress.

In all circumstances the College will write a response on completion of its investigation into the matters raised.

An analysis of complaints correspondence to the Principal will be submitted to the Corporation at least once a year.

College procedures and decisions do not remove or negate your rights under civil law.