



College Complaints Procedure

Date of Publication	December 2018
Date of Review	December 2019
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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.

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 and policies.

Members of the public are able to raise a complaint using the Enquires@BCA.ac.uk email address. This is monitored during office hours and the complaint will be forwarded to the appropriate manager.

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.

Client Services

If any individual or group of hirers considers that they not receiving the service that they have paid for complaints should in the first instance be directed to the Domestic, Property & Client Services Manager

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.

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.

Health and safety

Health and safety concerns should be in the first instance addressed The Health & Safety Manager.

Safeguarding

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

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.

Transport

Transport concerns should be in the first instance addressed The Health & Safety Manager.

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	Vice Principal
Safeguarding Concerns	Vice Principal
Employer or Member of the Public	Vice Principal
Apprenticeship Provision	Head of Department
Finance and Administrative Services	Finance Director
Client Services	The Domestic, Property & Client Services Manager
Health & Safety and Transport	Health & Safety Manager

It is important that the manager concerned is given every opportunity to resolve the complaint. If a satisfactory response is not received please write to the Principal, explaining the concerns; please include in the correspondence the reasons for the 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 Member of Parliament
- Qualification Awarding Body

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.