

Complaints Policy

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Associated Policy:	QUA22 Complaints Procedure QUA30 Academic Appeals Policy

Within this policy, whenever the term student or similar is used, this will refer to all students registered with Cambridge Regional College on any of its courses or apprenticeship schemes.

1. Cambridge Regional College (CRC) views all complaints received as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

2. Our policy is to:
 - Have few or no complaints, but when they occur to ensure that they are resolved quickly and fairly
 - Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
 - Publish our complaints procedure so that people know how to contact us to make a complaint
 - Base our procedure on principles of accessibility, clarity, proportionality, timeliness, fairness, independence, confidentiality and improvement of the student experience
 - Make sure everyone at CRC knows what to do if a complaint is received
 - Make sure complaints are investigated fairly and in a timely way
 - Make sure that complaints are, wherever possible, resolved quickly
 - Analyse complaints regularly, consider their outcomes and use this information to help improve the quality of what we do

3. Definition of a Complaint

3.1. Complaints are defined as expressions of dissatisfaction and can be submitted in accordance with CRC's Complaints Procedure.

3.2. Complaints can come from (but not limited to) students, ex-students, employers, members of the public, staff, parents, employees and contractors. The College will not normally deal with a complaint that is six months old or more than three months old (if the complainant is a student who has left the college).

3.3. For complaints regarding academic decisions please refer to the Academic Appeals Policy.

4. Confidentiality

4.1. All complaints and appeals will be handled sensitively; we will only share information with those who need it, and will comply with the Data Protection Act (2018) and UK GDPR.

4.2.If a parent/guardian submits a complaint on behalf of a student, it will only be accepted if the student is under 18 years old, with the student's consent. If the student is 18 years old or over, or have asked us not to share personal information with a third party, we will ask them to complain directly to us themselves, or to give us permission to share their personal details with the complainant.

4.3. If an employer submits a complaint on behalf of an apprentice, it will only be accepted if the Apprentice has provided consent. We will ask them to complain directly to us themselves, or to give us permission to share their personal details with the complainant.

4.4.CRC will retain secure copies of complaints for at least 3 years, and will review at least annually the volume and nature of all complaints received.

5. Conduct

5.1. We expect anyone who is investigating or responding to a complaint to:

- Be aware of the complaint procedure
- Try to sort out any problems locally in the first instance
- Follow guidance provided by the quality and/or HR team
- Investigate a complaint fully, taking account of all available evidence and documentation
- Keep records of their investigation, and prepare a report outlining their findings
- Use the complaint procedure fully before involving any outside organisations
- Be reasonable with the complainant's response to any actions we take to address the problem

5.2 Where a complaint is received about a member of staff, it will be passed to the HR team for their review. The HR team will identify an appropriate manager to carry out the investigation and report their findings. If actions are proposed that do not relate to a particular member of staff, these will be shared with the Quality team for monitoring.

5.3 Where a complaint is upheld, the complainant will be advised of any actions which are as a result of the complaint, unless these are specific to a member of staff.

5.4 The complainant will be advised in writing that their complaint will not be taken forward to the next stage. If a complaint is received during a College holiday, timescales may be extended and we will advise the complainant of this as soon as we can.

5.5 Complaints about the Principal or any member of the governing body should be directed to the Chair of Corporation at Cambridge Regional College, marked 'private and confidential'.

5.6 Complaints which are obsessive, repetitive, and malicious or considered harassment will not be accepted.

5.7 Where requests are unreasonable, complainants will be informed quickly in order to manage expectations.

6. Monitoring

6.1. This policy and associated procedure will be reviewed annually or sooner to comply with legislative changes.

6.2. Complaints will be reviewed and analysed annually, and reported to Governors. Interim reports will be provided to Senior Managers.

Document history

Date	Issue number	Change/Comments	Date Approved	Approved by
22/02/2016	1	Policy Created approved and impact assessed	22/2/2016	SMT/EIA
2017	2	Annual Review – no change		
2018	3	Addition of GDPR compliance, appeal permitted following stage 1. Minor adjustments		
2019	3	Annual review no update required		
2021	4	4.2 clarification of parents submitting complaints. 5.2 Clarification added about staff.	8/2/2021	QA Manager
2021	4.1	Addition of clarification statement of who is covered within the policy.	09/06/21	QA Manager
2021		Clarification of employers submitting complaints	10/6/2021	
2021	5	Amended 'learner' to 'student' and 'GDPR' to 'UK GDPR'. Added more information regarding investigations and monitoring of actions (paras 5.1 and 5.2)	3/8/2021	VP Quality Improvement



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