



## **Complaints Policy**

**Updated: February 2025**

**Approval: March 2025**

**Implementation: March 2025**

**Review: January 2026**

## 1 Introduction

- 1.1 The policy covers any expression of dissatisfaction about standards of service, courses or facilities provided by the College, actions or lack of action by the College and/or its staff. The policy is primarily intended for use by students or parents, for example, a complaint from a student or parent about a course (the College has a separate procedure for a staff member wishing to raise a grievance).
- 1.2 The procedure does not cover the following:
  - Requests for new or different services or provisions
  - Any complaint about students' behaviour, for example, from a neighbour. Such complaints should be forwarded to the Principal's Personal Assistant who will arrange for them to be dealt with by the Assistant Principal (Safeguarding and Interventions) or the Director (Estates and IT), or their delegate as appropriate.
- 1.3 Throughout this policy, 'working days' refers to Monday to Friday during term time only.

## 2 Complaints Stages

### 2.1 Informal Complaint

- 2.1.1 Many causes for concern are a result of a misunderstanding, which can be quickly resolved at this stage.
- 2.1.2 Students or parents with a concern are encouraged to raise complaints informally in the first instance with the person perceived to be responsible, so that a resolution can be sought.
- 2.1.3 Records of such complaints will not normally be retained or recorded centrally, unless the complainant and the member of staff dealing with it wishes to do so.
- 2.1.4 Whilst every reasonable effort should be made to resolve complaints at this point, the complainant has the right to proceed to the formal stage if resolution has not been possible. The complainant may wish to take the complaint directly to the formal stage if they believe it is serious enough. The College also has the right to escalate a complaint to the formal stage if it believes the complaint is serious enough.

### 2.2 Formal Complaint

- 2.2.1 If the informal stage of the complaints procedure has not produced an acceptable resolution, a formal complaint may be made. A formal complaint should be lodged within 10 working days of the act or omission giving rise to it. Only in exceptional circumstances will a complaint be considered outside this timescale.
- 2.2.2 Complainants may also choose to make a formal complaint without going through the informal procedure.
- 2.2.3 To enter a formal complaint, the complainant must write to or email to the Principal's Personal Assistant, who will then forward the complaint to the Assistant Principal (Development and Operations), using the following details:

**Via email:**

[principalspa@reigate.ac.uk](mailto:principalspa@reigate.ac.uk)

**Via Letter:**

Reigate Sixth Form College  
Castlefield Road  
Reigate  
Surrey  
RH2 0SD

- 2.2.4 If formal complaints are received by other staff, they should be immediately forwarded to the Principal's Personal Assistant before any further action is taken.

- 2.2.5 The Principal's Personal Assistant will provide a written acknowledgment of the complaint to the complainant within 2 working days.
- 2.2.6 The senior member of staff will consult with the wider Senior Leadership Team and Personnel (if appropriate). A course of action will be decided upon to resolve the complaint.
- 2.2.7 Any member of staff against whom a complaint has been made should be notified that a complaint has been received and that the appropriate College procedure will be followed. The member(s) of staff has the right to see the full details of the complaint, including the name of the individual who has made the complaint.
- 2.2.8 For all complaints, Senior Leadership Team will delegate a member of senior staff who will be responsible for:
  - Investigating the complaint including, if necessary, contacting the complainant and other relevant parties
  - Recommending an appropriate course of action in an attempt to resolve the complaint
  - Providing a written response to the appropriate member of Senior Leadership Team within 10 working days
- 2.2.9 The appropriate member of Senior Leadership Team will then consider whether the response is appropriate. It may be that changes have to be made to the response before formally replying to the complainant. A written response to the complainant will be issued within 15 working days of the complaint being received.
- 2.2.10 It is expected that almost all complaints should be capable of resolution. However, if this has not been possible, the complainant has the right to appeal.

### **3      Appeal**

- 3.1    See College Appeals Procedure.