

London Brookes College Complaints Policy

Any and all complaints, received by LBC in connection with the Summer 2021 Assessments should be submitted either in writing or by email. This will be acknowledged by us normally within 5 working days. The date of the complaint will be recorded on a spreadsheet, along with a brief description of the nature of the complaint. This will be investigated initially by our examination officer, in conjunction with any other relevant stake holder. We will aim to deal with any complaints in a prompt fashion. The college will listen carefully to the facts and the complaint will be investigated thoroughly. Any supporting documents and evidence will be kept securely. If we believe there are no substantive grounds for this complaint, then no further investigation will be made.

If a resolution is not possible following the initial investigation the matter will be passed to the LBC Oversight Appeals Committee (OAC). The complaint will then be investigated again by the OAC. The OAC may request further documentation from relevant stakeholders or, if necessary, request interviews with any concerned party. The committee may, if necessary or appropriate, liaise with the governing examination board to seek a satisfactory resolution.

The college will maintain a policy of confidentiality throughout this process. Regular updates will be provided to all parties concerned with the matter. We will respond with an explanation or apology if something was wrong if that is determined to be the case. The date that the complainant was advised of the outcome will be added to our records, along with details of the actions taken to resolve the complaint and who dealt with this. An opportunity will be provided to any concerned party to obtain a report of the findings reached by the OAC in relation to the complaint.