LONDON BROOKES COLLEGE
Complaints, Compliments and Suggestions Procedure

Introduction

The purpose of this procedure is to outline the process for making a complaint or for giving a compliment regarding any aspect of our service. We aim to provide a prompt, courteous, fair and helpful service which meets internal and external quality standards. If we fail to do so we want to know this straightaway so that we can find out what has gone wrong, correct this and learn from the incident so that mistakes are not repeated.
If you make a complaint, we will treat you with respect in our investigation of the complaint and in our proposed solutions to rectify any aspects of our service that cause you to be dissatisfied.
We recognize that you may be feeling very aggrieved if you have cause to complain and that this may lead to feelings of anger, however we ask that you respect our members of staff and afford them the same level of courtesy that you expect from us when dealing with your complaint
We are committed to continuously improving our service and we welcome your feedback particularly where we have surpassed your expectations. In addition, we welcome your suggestions with regard to how we might improve our service. This procedure sets out the way in which you can communicate your views to London Brookes College. It clarifies how those views will be dealt with and how we will respond to you in return.

Procedure

1) *Our Aim*
   a) *We aim to reassure you that your comment, compliment or complaint is being dealt with efficiently and fairly*
   b) *We aim to provide a straightforward and consistent way for you to make representation to London Brookes College by offering a prompt and speedy resolution to complaints*
   c) *We aim to use complaints positively by taking the necessary action to maintain and improve the London Brookes College services*

2) *Types of Complaint*
   a) *There are a number of reasons why someone may have reason to complain. Examples of reasons for complaints are provided in the following list. This list is not exhaustive. If something is causing you concern or dissatisfaction then we want to know.*
   b) *You may feel aggrieved if:*
      - *We have delayed, made mistakes in or failed to follow a procedure*
      - *We have failed to consider relevant matters in coming to a decision regarding your use of our service*
      - *We have failed to give you correct advice or information*
      - *One of employees has behaved in an inappropriate manner*
      - *We have provided a poor-quality service*
      - *We have shown any bias or unfair discrimination*
   c) *There are occasionally matters which need to be dealt with but which will not be considered a complaint for the purposes of this procedure. Every attempt will be made to resolve those issues. Those matters may include, but not be limited to:*
      - *Criticism of or disagreement with London Brookes College's published policies and procedures and of any that are outside of London Brookes College's scope of control*
      - *Complaints against individual employees where no other basis for complaint exists other than the individual having implemented or made a decision based on London Brookes College's stated policies and procedures*
   d) *Where a complaint relates to an activity which may be considered to be contrary to Legislation, London Brookes College will follow the procedures laid out by the appropriate authority covering that area*

3) *Making a Complaint*

It is felt that the majority of complaints can be resolved informally and so, in the first instance, approach your normal point of contact within London Brookes College with your complaint within 24 hours from the incident occurring. Should your complaint remain unresolved then you should follow the formal procedure as outlined below:

a) *Stage 1: In the event that your complaint cannot be informally resolved then you may make your complaint formally in a number of ways:*
   - *You can contact us through you form tutor, to responsible person at reception, by telephone, from the numbers available on our website.*
   - *You can complain in person by visiting LONDON BROOKES COLLEGE to responsible person at reception*
   - *You can contact us by emailing or by messaging 'School' in the MyChildAtSchool App. You can write to us addressing your complaint to the Vice Principal, contact details of each operational center are found on our website ww.Londonbrookescollege.co.uk.*

   In order for us to investigate and respond to your complaint it is important to include in your communication:
   - *What happened*
   - *When it happened*
   - *Who dealt with you*
   - *What you would like us to do to put it right*

   We will acknowledge your complaint within 5 working days of us receiving the details of your complaint. Your complaint will be directed to the relevant members of staff for investigation and for response. We will endeavor to provide you a response within 15 working days, dependent on the nature of the complaint
   If we are unable to meet the timescales set out within this procedure we will notify you of that fact, explain why it has not been possible to respond and the timescale within which we will respond.

b) *Stage 2: If you are unsatisfied with the response to the complaint at Stage 1 you are entitled to make an appeal to the Principal/CEO. This complaint should be made in writing either through email or letter to Principal. The timescales for a response for a Stage 2 are as indicated in stage 1.*

c) *Stage 3: If you are unsatisfied with the response to the complaint at Stage 2 you are entitled to make an appeal to the Board of Governors. This complaint should be made in writing through the email/App. We will endeavor to provide you a response within 30 working days, dependent on the nature of the complaint.*

d) *Stage 4: If you are unsatisfied with the response to the complaint at Stage 3 you are entitled to make an appeal to the External Adjudication Panel. Members of this panel have no relation what so ever to London Brookes College, but do have experience in alternative dispute resolution within an educational setting. This complaint should be made in writing either through letter or email us to info@londonbrookescollege.co.uk. We will endeavor to provide you a response within 30 working days, dependent on the nature of the complaint.*

The outcome of the investigation at Stage 3 will be considered to be the final outcome which it is hoped will fully resolve any issues that have not been resolved during previous stages.

4) *Making a Comment or Compliment*

a) *As well as dealing with complaints, we also want to know if you have any suggestions or comments about London Brookes College and its service. provision*

b) *We want to positively encourage you to put forward your views, good or bad, so that we can learn from them and use them to guide improvements to our services.*

c) *Your comments and compliments can made formally to the Vice Principal using the same process as outlined for a complaint.*

d) *The Vice Principal will ensure that the information is passed to the relevant member of staff*

5) Your Rights - You are entitled to:

a) A full and impartial investigation of the complaint

b) A response within the time limits described above or an explanation with regard to why it is not possible to respond within the set timescale

c) A full written response to the complaint or subsequent appeal within stages 2, 3 and 4

d) If the complaint is justified London Brookes College will work with you to identify an appropriate remedy

e) Your statutory rights are not affected

Complaint Flow Chart

Stage 1

- *Initial complaint received via your Form Tutor/ Responsible Person (Ms. Laura)/ Telephone Communication/ In-person Communication/ email/ MyChildAtSchool App and reordered on Bromcom Complaints Event. Attempt to resolve issue informally.*
- *If still unresolved, the complaint will be automatically sent to DSL (Ms. Barbara Fiordalisi) who attempts to resolve the issue at second instance.*

Stage 2

- *If still unresolved, the complaint will be passed to the principal (Mr. Ahmed) who will attempt to resolved the complaint at third instance.*
- *If the complaint is unsatisfied with the means of resolving the complaints, then it will be passed to our Complaints Committee. Complaints Committee: Principal (Mr. Ahmed) / DSL (Ms. Barbara Fiordalisi)/ DDSL (Mr. Alan Kunna)*
- *If the complaint is still unsatisfied with the resolution of the complaint it will be passed to the Board of Governors who will act as the final complaints panel.*

Stage 3

- *Complaint it will be passed to Board of Governors, whatever decision is taken at this stage is the final resolution of the matter.*
- *If you are unsatisfied with the response to the complaint at Stage 3 you are entitled to make an appeal to the External Adjudication Panel.*

Stage 4

- *Members of External Adjudication Panel have no relation what so ever to London Brookes College, but do have experience in alternative dispute resolution within an educational setting.*
- *This complaint should be made in writing either through letter or email to info@londonbrookescollege.co.uk.*

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