

# COMPLAINTS PROCEDURE

LCPS has a Complaints Procedure in place for students, which they may utilise in case of a grievance / incident that needs addressing by the College. The procedure is defined below and must be followed as advised.

## 1. Stage One – Informal Complaints

1. Concerns should be raised in the first instance with the person or area concerned as soon as possible, and not later than within ten weeks of the incident.
2. Complainants should normally be directed to the Head of Administration unless the student's tutor or other members of staff approached can easily resolve the issue.
3. Every reasonable effort should be made to resolve the complaint promptly at Administration level.
4. If appropriate, a meeting will be offered between the person complaining and the area they are complaining about to arrive to an agreed resolution.
5. If a complaint is about a member of staff, it should be referred to their Head or other Line Manager.
6. Verbal complaints to Reception and staff in public areas and requests to meet with the principal should be referred to the Head of the area which is subject of complaint or their representative.
7. At this informal stage complaints may be made in person, by phone or by email. The complainant must be kept informed of progress at all stages, with an acknowledgement of the complaint made within 3 working days and an initial response within 10 working days.
8. All outcome letters should be copied to the relevant department. If the issue is not resolved to the complainant's satisfaction the complaint moves to stage 2.

## 2. Stage Two – Formal Complaints

1. If a complainant has been through Stage 1 and remains unsatisfied, the student should be advised to submit their complaint in writing or by email to the Principal or Senior Administrator.
2. The senior personnel dealing with the complaint will investigate and decide to:
  - dismiss the complaint as unfounded, giving reasons.
  - propose an amicable settlement.
  - uphold or partially uphold the complaint, offer an apology, take appropriate steps to address the issue and to avoid a similar problem arising in future.

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3. All complaints should be dealt with as quickly as possible. All formal complaints will be acknowledged, an initial response will be given within 10 working days and a furthermore detailed response provided where appropriate. All formal complaints will receive a formal written response outlining the outcome, and the right of appeal where appropriate.