

CANTERBURY COLLEGE POLICY

COMPLAINTS TO THE CORPORATION

EFFECTIVE DATE: 1 DECEMBER 2011

LAST REVIEWED: 1 AUGUST 2007

REVIEWED BY: CLERK TO THE CORPORATION

NEXT REVIEW: 'as required'

POLICY LEAD: CLERK TO THE CORPORATION

Copies of policies may be obtained via the College's web site. Hard copies may be obtained via the Clerk to the Corporation. Administration fees may be applied for provision of more than one hard copy. Any fee will be confirmed prior to dispatch of copies and may be waived at the College's discretion.

COMPLAINTS TO THE CORPORATION

- 1 A complaint against the Corporation, a member of the Corporation or the Clerk to the Corporation may be made by an individual, business or an organisation.
- 2 Complaints against the Corporation or a member of the Corporation should preferably be made in writing and addressed to the following:

Clerk to the Corporation
Canterbury College
New Dover Road
CANTERBURY
Kent CT1 3AJ
- 3 The complainant will be expected to state clearly the nature of the complaint and if appropriate provide copies of any related documentation.
- 4 The Clerk to the Corporation will:
 - acknowledge receipt of the complaint without delay
 - investigate the complaint
 - endeavour to provide a response to the complainant within ten working days and if this is not possible provide the complainant with an interim statement
- 5 The written response of the Clerk to the Corporation will include details of any arrangements for pursuing the matter with an independent body (eg the Secretary of State for Education & Employment and the Learning & Skills Council).
- 6 The Clerk to the Corporation will keep the Chair informed of the situation, and will provide the corporation with a written statement of the nature of the complaint and the response at the next meeting. Such a report shall be circulated to members within 10 working days of the response of the Clerk to the complaint so that members are aware of the situation.
- 7 When carrying out an investigation on a complaint against the Corporation or an individual member of the Corporation, the Clerk to the Corporation will have the authority to refer issues to the Corporation's auditors (external and/or internal) or other appropriate advisors.
- 8 A complaint against the Clerk to the Corporation shall be forwarded to the Chair of the Corporation for investigation and response. Letters for the attention of the Chair of the Corporation to be addressed to:

The Chair of the Corporation
Canterbury College
New Dover Road
CANTERBURY
Kent CT1 3AJ
- 9 The approach to be adopted by the Chair of the Corporation in investigating and responding to a complaint will be similar to that outlined above with regard to complaints against the Corporation and individual members of the Corporation.
- 10 Complaints by students against members of staff will be dealt with under the Students Complaints Procedure.

11 Complaints made by employees or other persons which concern possible wrongdoing by the College and in which there is a public interest in the disclosure will be dealt with under the College's Whistle-Blowing Procedure.

12 Complaints against the Principal shall be forwarded to the Chair of the Corporation for investigation and response. Letters for the attention of the Chair of the Corporation to be addressed to:

The Chair of the Corporation
Canterbury College
New Dover Road
CANTERBURY
Kent CT1 3AJ

13 The approach to be adopted by the Chair of the Corporation in investigating and responding to a complaint will be similar to that outlined above with regard to complaints against the Corporation and individual members of the Corporation.

14 If you are not satisfied with the review of your complaint by the by the Chair of the Corporation, you should contact:

The Skills Funding Agency
7th Floor
Arndale House
Arndale Centre
Manchester
M4 3AQ

Or you can appeal to Ofsted's Complaints committee outlining the nature of your dissatisfaction.

Chief Executive
Ofsted Complaints
3rd Floor North
Royal Exchange Building
St Ann's Square
Manchester
M2 7LA
Telephone: 0845 6014772