



SEVERN
BUSINESS
COLLEGE

Student/Staff Complaints Procedure

Purpose:

The Severn Business College recognises that differences and complaints can arise from time to time and therefore has a fair and equitable process for dealing with student/staff complaints.

Scope:

The quick settlement of any complaints that may occur is in the best interest of all parties concerned. Therefore the following steps are implemented to ensure this happens.

Procedure:

- 1 Student/Staff are encouraged to seek an informal resolution of the matter about which they are concerned before beginning the formal Procedure.
2. As soon as the complaint arises, it will be raised and discussed with all parties involved in the complaint.
 - If a student is making the complaint they are required to complete the Student/Staff Complaints Form available from the Reception or can be downloaded from the website, in the downloads section. The completed Form is reviewed by the Student Support Officer or Management.
 - If a staff member is making a complaint they are required to complete the Student/Staff Complaints Form available from the Reception or can be downloaded from the website, in the downloads section. The completed Form is reviewed by Management.
3. A meeting involving the complainant and all other parties involved in the complaint are called individually and everything said in the meeting is documented and attached to the complaint form.
4. If the matter is not resolved to the satisfaction of all parties or there is no outcome from the meetings, it is then referred to the Principal/Director and an Independent Person, who will review the complaint procedure and report, and make a final decision about the complaint.
5. Each complaint and its outcome are documented and filed away securely.
6. Complaints and issues discussed should not be discussed openly and should be kept strictly private and confidential.

The outcome of student/staff complaint is normally within 20 working days of receiving complaint.

If Student/Staff are not satisfied with the final decision, then they may like the OIA (www.oiahe.org.uk) to review their complaint.