

Phoenix College

Complaints Policy and Procedure

1. Purpose

This policy outlines the procedures for raising and resolving complaints at Phoenix College. It aims to ensure that all complaints are handled fairly, promptly, and constructively, and that feedback is used to improve the quality of services provided.

2. Scope

This policy applies to all students, parents/carers, staff, visitors, and members of the public who wish to raise a concern or complaint about any aspect of the College's operations, services, or conduct.

3. Definitions

- **Complaint:** An expression of dissatisfaction about the College's action or lack of action, or about the standard of service provided.
- **Informal Complaint:** A concern raised verbally or in writing that can be resolved quickly without a formal investigation.
- **Formal Complaint:** A written complaint requiring a formal investigation and response.

4. Principles

- All complaints will be taken seriously and handled with fairness, impartiality, and confidentiality.
- Complaints will be resolved at the earliest possible stage.
- No complainant will be disadvantaged for raising a complaint in good faith.
- The College will use complaints to improve services and inform staff development.

5. Responsibilities

- **Principal:** Overall responsibility for the complaints process.
- **Quality Assurance Manager:** Oversees the complaints procedure and ensures timely resolution.
- **Staff:** Responsible for addressing informal concerns and supporting the complaints process.

6. Complaints Procedure

Stage 1: Informal Resolution

- Complainants are encouraged to raise concerns directly with the relevant staff member or department.
- Staff should attempt to resolve the issue promptly and informally.
- If resolved, no further action is required.

Stage 2: Formal Complaint

- If unresolved, the complainant should submit a written complaint to the Quality Assurance Manager within 20 working days of the incident.
- The complaint should include:
 - Name and contact details
 - Description of the issue
 - Steps taken to resolve it informally
 - Desired outcome
- The College will acknowledge receipt within 5 working days.
- An investigating officer will be appointed to review the complaint.
- A written response will be provided within 15 working days.

Stage 3: Appeal

- If dissatisfied with the outcome, the complainant may appeal in writing to the Principal within 10 working days.
- The Principal will review the case and respond within 15 working days.
- The decision at this stage is final.

7. External Review

If the complainant remains dissatisfied, they may escalate the complaint to:

- The relevant awarding body (for academic-related complaints)
- The Office of the Independent Adjudicator (OIA) for Higher Education (if applicable)

8. Anonymous and Group Complaints

- Anonymous complaints will be considered at the College's discretion.
- Group complaints must nominate a spokesperson and provide written consent from all members.

9. Record Keeping

- All complaints and outcomes will be recorded and retained for a minimum of 3 years.
- Records will be reviewed to identify trends and areas for improvement.

10. Monitoring and Review

- The Quality Assurance Manager will monitor the effectiveness of this policy.
- The policy will be reviewed annually or in response to legislative or procedural changes.

11. Related Policies

- Assessment Policy
- Assessment Appeals Policy
- Malpractice & Maladministration Policy
- Data Protection Policy
- Equality and Diversity Policy

12. Contact Information

For further information or to submit a complaint, contact:

Phoenix College

Email: info@pskills.co.uk

Phone: +44 (0)20 8960 3719

Review Date: September 2025

Next Review Date: October 2027