

# **XAVERIAN COLLEGE -**

## **SUMMER 2021**

### **COMPLAINTS PROCEDURE**

If a candidate (or their parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification they are following, **Xaverian College** encourages them to try to resolve this informally in the first instance, for example a concern or complaint should be made in person, by telephone or in writing to an appropriate member of staff.

If a complaint fails to be resolved informally the candidate (or their parent/carer) is then at liberty to make a formal complaint.

#### **How to make a formal complaint:**

- ▶ A formal complaint should be submitted in writing by completing a **complaints and appeals form (see example below)**
- ▶ Forms are available, on request, from Student Services.
- ▶ Completed forms should be returned to the Head of Centre using the following e-mail address: [p.herdan@xaverian.ac.uk](mailto:p.herdan@xaverian.ac.uk)
- ▶ Forms received will be logged by the centre and acknowledged within ten working days.

#### **How a formal complaint is investigated:**

- ▶ The Head of Centre will further investigate or appoint a member of the senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion.
- ▶ The findings and conclusion will be provided to the complainant within four working weeks.

#### **Appeals**

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds for a further appeal, such a further appeal can be submitted.

- ▶ Any such appeal must be submitted in writing by again completing a **complaints and appeals form**.
- ▶ Forms received will be logged by the centre and acknowledged within five working days.
- ▶ The appeal will be referred to the Principal or the Chair of Governors (as appropriate) for consideration.
- ▶ The Principal or Chair of Governors will inform the appellant of the final conclusion in due course.

## **Complaints and appeals form**

Please tick box to indicate the nature of your complaint/appeal

FOR CENTRE USE ONLY	
Date received	
Reference No.	

- ☐ Complaint/appeal against the centre's delivery of a qualification
- ☐ Complaint/appeal against the centre's administration of a qualification

<b>Name of complainant/appellant</b>	
<b>Candidate name</b> if different to complainant/appellant	
<p>Please state the grounds for your complaint/appeal below.</p> <p>If your complaint is lengthy, please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say. Your appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate. <i>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</i></p> <p>Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s)</p>	
<p>Complainant/appellant signature:</p> <p>Date of signature:</p>	

***This form must be completed in full; an incomplete form will be returned to the complainant/ appellant***