



UNIVERSITY  
TECHNICAL COLLEGE BOLTON

**UTC BOLTON**

**COMPLAINTS POLICY**

**2016-2018**

**Approved: Bill Webster Chair of GB**

**Date: December 2016**

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**Revision History:**

<b>Revision History</b>			
<b>Revision</b>	<b>Date</b>	<b>Owner</b>	<b>Summary of Changes</b>
<b>0</b>	December 2016	LM	Reviewed
<b>1</b>	September 2017	LM	Replaced reference to Governing Body with Interim Management Committee
<b>2</b>			
<b>3</b>			
<b>4</b>			

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## Complaints Procedure

### (Including Curriculum, Special Educational Needs and Student-related Complaints)

Anyone who wishes to make a complaint may do so in person, in writing, by fax, email or by telephone to the Principal. The UTC reserves the right to ask for written confirmation if appropriate. There are the five stages in the procedure, but it is envisaged that complaints will be dealt with effectively within the first three informal stages.

<b>Stage 1 – Informal</b>
<p>a) If possible, complaints will be dealt with immediately, on the spot.</p> <p>b) If appropriate:</p> <ul style="list-style-type: none"><li>• Action will be taken to avoid a recurrence of the problem;</li><li>• Others in a similar position, who may not have complained, will be contacted.</li></ul> <p>c) All complaints and responses will be filed so that they can be monitored, analysed and reviewed and contribute to improvements in the system.</p> <p>d) If the complainant is not satisfied with the outcome, (or if the matter cannot be dealt with on the spot at Stage 1), the next stage of the procedure may be used.</p>

<b>Stage 2 – Informal</b>
<p>a) If it is not possible or appropriate to deal with the complaint on the spot, an assessment will be made about the nature of the complaint, the seriousness of the complaint and who would be the appropriate person to deal with it.</p> <p>b) A named person will be allocated to deal with it and the complainant will be given this name, address and telephone number.</p> <p>c) The complaint will be acknowledged within 1 working day.</p> <p>d) Information will be collected and the matter investigated.</p> <p>e) Progress will be reported within 3 working days.</p> <p>f) If appropriate, internal adjudication will be offered by a member of the UTC senior leadership team.</p> <p>g) A decision will be reached and the response sent within 5 working days.</p> <p>h) Step 1b and 1 d will be followed.</p>

### **Stage 3 – Informal**

- a) The complainant may appeal to the Principal.
- b) The complaint will be acknowledged within 1 working day.
- c) Information will be collected and the matter will be investigated.
- d) An appointment will be made for the Principal to meet the complainant – who may be accompanied by a friend – within 5 working days.
- e) The matter will be discussed and a decision given.
- f) Steps 1b – 1d will be followed.

### **Stage 4 – Formal**

- a) The complainant may appeal to the UTC Interim Management Committee (IMC). This should be done by contacting the Clerk to the IMC at the UTC (l.moore@utcbolton.org).
- b) The complaint will be acknowledged within 1 working day.
- c) A hearing will be set up within 5 working days. A panel of at least two IMC governors will hear the complaint and comments from the UTC.
- d) A decision will be given within 2 working days.
- e) Steps 1b – 1d will be followed.

### **Stage 5 – Formal**

- a) The complainant may appeal to an Appeals Committee of two IMC governors not involved in the original decision, constituted in accordance with the UTC Standing Orders which include provision for an impartial panel member not involved in the leadership or management of the UTC.
- b) Steps 4b – 4e will then be followed.
- c) Complainants are entitled to attend and be accompanied to the Appeals Committee hearing.
- d) The panel are required to record findings and recommendations from the hearing and provide a response to the complainant and, where relevant the person complained about.

In the unlikely event that a complaint still remains unsolved, the complainant is entitled to appeal to the Secretary of State for Education, whose address appears below:

Department for Education  
Sanctuary Buildings  
Great Smith Street  
Westminster  
London  
SW1P 3BT

**b) Complaints about the Principal**

Complaints against the Principal that the complainant cannot or does not wish to raise directly with the Principal, should in the first instance be sent to the Chair of the IMC, who will arrange for the matter to be dealt with in the most appropriate way. In all cases at least one member of the IMC will be involved in the process.

**c) Monitoring of Complaints**

A confidential record of all complaints is held by the Principal's PA, to include all correspondence or statements, and whether the complaint was resolved at the informal or formal stages.

An anonymous analysis of all formal complaints will be reported as required to the IMC, together with recommendations regarding any changes necessary in the UTC's policy practices or procedures.

**d) Related Policies**

This policy should be read in conjunction with the UTC Habitual or Vexatious Complaints Policy.