

Complaints Policy

This policy has been produced with due consideration being given to best practice in the education sector and in line with ESFA, GLA and Ofqual guidelines on managing complaints effectively and properly.

1. Purpose

This complaints policy and procedure aims to ensure that complaints are resolved as fairly and quickly as possible. It also aims to ensure that, where practical, lessons can be learnt and improvements made to the service which the College offers.

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spokesperson and correspondent. All members of the group must ~~grant~~ permission for the spokesperson to discuss their case. All learners in the sustbheeaeteustrat t(a)3.7 (t)9.7 (t)]TJ 0 -1.317

5. Confidentiality

All complaints will be handled sensitively and with discretion. If a learner makes a complaint against a member of staff, that member of staff will be informed about the substance of the complaint so that they are in a position to make a response. If, in exceptional circumstances and for justifiable reasons, a complainant wishes to remain anonymous from the individual about whom the complaint is made this may be considered, for example in cases of harassment.

6. Data Protection

6.1 It is expected that all learners will assume responsibility for communication with the College and for drawing attention to any problems or concerns.

6.2 Where a complaint is received from a Learner who is under the age of 19, parents, carers or other relevant individuals may contact the College on behalf of the learner where there is a serious concern which may impact on the safeguarding or welfare of the individual. Consent may be requested from the learner in all other scenarios.

6.3 For information on rights and responsibilities within the Data Protection Act, please refer to the College's Data Protection Policy.

6.4 Where a Learner is unhappy about the processing of their personal data they can contact the Data Protection Officer for advice.

6.5 Access to Information. Learners pursuing a complaint through the Complaints Procedure will be entitled to apply for access to sensitive personal data in accordance with the policies and procedures of the college under the provisions of the 2018 Data Protection Act.

Complaints Procedure

1. Action on receipt of a complaint

1.1 Complaints may be submitted in:

Written or electronic form via letter

Feedback Form

i-Learn

Telephone

Face to face

Formal complaints must be submitted in writing. The College will provide support where the person wishing to complain needs help with writing their statement.

1.2 The College will always try to resolve complaints informally except in these circumstances:

- Complainant chooses to submit a 1.317 TD [(1) (.)]Tnp2t3 Tw 1.LsTelep8915.6 (he)22.6 -2.3

3. Formal resolution

3.1 Where a complaint cannot be resolved informally, or due to the nature of the complaint, it is not appropriate to do so, the matter may be treated as a formal complaint.

3.2 A complaint must be made within 3 months of the event that gave rise to it.

3.3 Learners rights are not affected by making a formal complaint.

3.4 Details of the complaint should be submitted in written form with confirmation of proposed resolution via the following:

- In writing to Director of Learner Services, WMC Camden College 44 Crowndale Road London NW1 1TR
- Email: feedback@wmcollege.ac.uk
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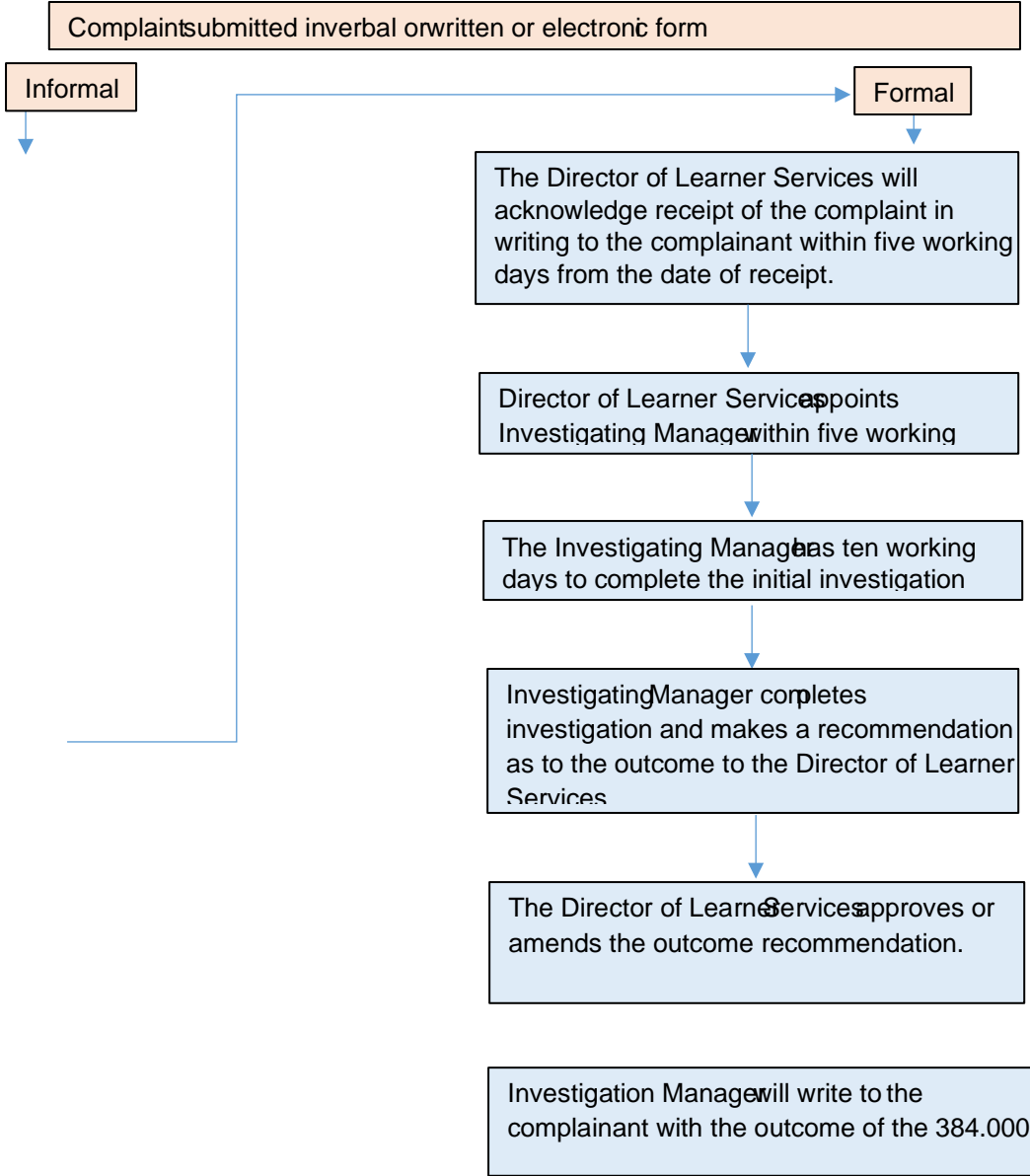
holding letter to the complainant within ten working days of receipt of the complaint, informing the complainant of the reason for the delay and an update of the investigation to date.

3.12 Copies of all correspondence and notes should be saved in the College's safe, confidential storage area for complaints.

4. Appeals

4.1 On completion of the Formal Stage, the complainant has ten working days from the date of the

Complaints Procedure Flowchart



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