



Complaints Policy

Audience	STUDENTS & STAKEHOLDERS
Requirement	ESSENTIAL
Policy Owner	PRINCIPAL
1st Delegation	SLT
Last Delegation	TSCQ
Review Cycle	Every 2 years
Last Review	Dec 19
Due for Review	Dec 21

OUR POLICY

At Fareham College we work hard to provide the best possible service. However, if you feel that this service has not met your needs, we will make every effort to deal with your concerns.

Fareham College prides itself in putting its customers first and does its very best to ensure their time at the College is enjoyable and that they succeed. Sometimes though, we make mistakes and we want to know when we do. By letting the College know when things go wrong you can help us put them right and we can often improve our services as a result of your observations. It is our expectation that all complaints will be raised with the person concerned in a prompt and reasonable manner.

If you wish to make a complaint, please pursue the informal procedure in the first instance. If you are not satisfied that your complaint has been addressed, you may wish to use the **formal** procedure outlined in this policy.

The **College's Complaints Procedure** is designed to bring problems to our attention and make sure that:

- Every effort is taken to resolve your complaint at an early stage
- There is a clear procedure to deal with all complaints
- You are kept informed at every stage
- Your complaint will be dealt with in confidence
- All **formal** complaints are recorded and investigated

Informal Complaints Procedure

1. If you are a student, discuss your concerns with your Personal Tutor or lecturer. If you find this difficult or inappropriate, the person you should speak to is the Course Leader or Faculty Director.
2. If you are a member of the public/a parent, please email info@fareham.ac.uk and your complaint will be forwarded to the relevant department.

We hope that, by this stage, you have had your concerns appropriately and adequately dealt with and any actions taken have been to your satisfaction. If not, you may wish to make a **formal** complaint.

Formal Complaints

Your complaint should be sent via email: info@fareham.ac.uk marked "FAO Executive Assistant".

You should have an initial response within two working days and any further investigation should take no longer than ten working days (term time only. Complaints made during school holidays will take longer to investigate).

Appeals

Your complaint should be sent via email: info@fareham.ac.uk marked "FAO Principal - Appeal of Complaint". outlining the reasons why you are not satisfied with the investigation and/or the outcomes.

The Principal will confirm receipt of the appeal within **five working days**. The Principal will investigate the issues raised by consulting with those concerned in the initial procedure. You should hear the results of this investigation within a further **ten working days**.

The Principal's decision is final and there is no further right of appeal.