



**Greenhead College  
Corporation**

**COMPLAINTS  
PROCEDURE**

## COMPLAINTS PROCEDURE

Naturally, the College is always pleased to receive compliments. Equally, we must be prepared to listen to complaints about the College.

If you wish to make a complaint, you should first discuss the complaint with a Vice Principal. Alternatively, you can make a complaint in the way that best suits you- in person, by phone, by letter or by email. Contact details for the Vice Principals can be found below.

The College will deal with your complaint fairly and as informally as possible. Many problems can be put right straight away – if this is not possible we aim to reply within **6** working days. If we cannot reply within **6** days we will tell you why and let you know when you can expect us to contact you again

If you are unhappy with the way we handled your complaint tell the person you have dealt with that you wish to have the complaint looked at by the Principal.

If you are still unhappy about the way in which we have handled your complaint you can ask the Chair of the College Corporation (the Board of Governors) to review it. The Corporation will contact you and tell you how long it will take to deal with your request. They will write to you once the review is complete.

Who to contact:	<b>Sue Creamer</b>	<b>Vice Principal, Guidance</b>
	<b>Anton Mcgrath</b>	<b>Vice Principal, Structures</b>
	<b>Martin Rostron</b>	<b>Principal</b>
	<b>Charles Kaye</b>	<b>Chair of Governors</b>

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Approved by the Policy Committee:

Approved by the Corporation: June 2009

*“This policy has been impact assessed to ensure it complies with all aspects of Equality and Diversity. Members are reassured that this policy is compliant with current equality legislation”.*

Policy Prepared by: Principal