Greenhead College Corporation

Complaints Policy and Procedure

Reviewed September 2026

Policy Holder:	*Principal*
Date drafted:	*September 2026*
Date accepted by the Corporation:	*September 2026*
Date Impact Assessed by Policy Holder:	*September 2026*
Date of next review:	*September 2028*
To be reviewed by:	*Principal*

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

COMPLAINTS POLICY AND PROCEDURE

1. Introduction

Greenhead College aims to provide a high-quality education and experience to its students. However, we recognise that openness to questions and criticism, may lead to improvements in College procedures and provision.

Policy aims

The purpose of this policy and associated procedures is to:

- Provide a definition of a concern or complaint
- Explain who this policy applies to and what is covered
- Explain the College's approach to handling any concerns or complaints received
- To outline the procedure which will be adhered to if a concern or complaint is raised

Scope…

This policy and associated procedure applies to all people served by the College including students, parents, the local community and visitors who wish to comment on or express dissatisfaction with any aspect of the College's activities. The College will aim to deal with any complaint in an open, transparent manner, respecting confidentiality where this is required, and strive to achieve a prompt and satisfactory resolution.

A complaint must be made as soon as possible and not later than three months after the incident has occurred. If the complaint is about a series of associated incidents, the complaint must be raised within three months of the last incident.

This policy deals with specified complaints against the College which fall outside the scope of the following policies which are available on the College website:

- **Student conduct**: concerns or complaints regarding a student's behaviour and/or conduct may be dealt with through the College's Student Re-engagement Policy or Support to Study Policy, or be addressed with specific reference to the College's Code of Conduct for students;

- **Staff conduct** concerns or complaints regarding members of staff may be dealt with through the College's specific employment procedures, e.g. the Staff Discipline and Grievance Policy or Whistleblowing Framework or be addressed with specific reference to the College's Code of Conduct for staff.

For the purpose of this policy, the person referred to as making a complaint will be referred to as the complainant.

2. Stage 1: Informal Resolution

All concerns/complaints will be dealt with as quickly as possible. If concerns/complaints are raised outside normal working days, i.e. within College holiday periods, they will be referred to the most appropriate member of staff and dealt with as soon as possible. (The target is to respond to all complaints within five term time days .

Should you wish to speak to a member of College staff, you should telephone the College on **01484 422032**. You will have the opportunity to discuss your concern with the most appropriate staff member, e.g. PA to the Principal, Personal Tutor, Head of Department, Assistant Principal, Vice Principal, Principal, etc.

Alternatively, the following gives a broad indication of who you may contact in the College Leadership Team in order to raise a particular concern/complaint:

- **General curriculum related issues**: Vice Principal (Quality of Education) (James Reevell, jreevell@greenhead.ac.uk)
- **Finance, resources and health and safety issues**: Director of Finance & Funding, Lauren Metcalfe, lmetcalfe@greenhead.ac.uk and Director of Estates & Operations, Sarah Walters, swalters@greenhead.ac.uk
- **Pastoral and safeguarding issues**: Vice Principal (Usman Anwar, uanwar@greenhead.ac.uk

However, complainants will not be directed to discuss their concern with either teaching or support staff. If teaching or support staff are contacted directly via an email, telephone call or in person, they will refer the matter to their line manager.

If the you wish to raise a concern regarding a Governor's activities or actions, you should contact the Clerk to the Corporation (Jen McIntosh, jmcintosh@greenhead.ac.uk).

At this initial stage, we will seek to understand your concern or complaint. The appropriate member of staff will discuss the matter with you and, where necessary, other members of staff in College, with the aim of resolving the issue in a prompt and efficient way.

If the member of staff dealing with the issue feels it is of a more serious nature, e.g. a formal complaint, they must refer it to a member of the College Leadership Team, who will deal with the matter.

You will be informed of the outcome of the discussions and what action, if any, the College is intending to take. A written record of your concern/complaint will be kept

by the person who dealt with the issue, respecting confidentiality where this is required. Depending on the concern/complaint, this may be written on the College's pastoral log on Cedar, recorded as an email to the appropriate person in College or kept as a hard copy. Your data will be stored in accordance with our Privacy Policy which is available on our website.

Stage 2: Formal Resolution

The complainant must set out their complaint in writing to the Principal or their PA. The complainant will then receive an initial response, via email, from the Principal or their PA within five term time days, acknowledging receipt of their complaint.

The Principal will arrange for a full investigation of the complaint, ensuring that full records are kept of any conversations and meetings, whilst respecting confidentiality where this is required. The Principal may also delegate responsibility for managing the complaint to another member of the College Leadership Team (see bullet points, top of page 3). If the complainant wishes to complain about the Principal's actions, they will refer the managing of the complaint to the Chair of Governors.

The Principal (or designated senior leader or Chair of Governors) will aim to complete any investigation and report back to the complainant in writing within ten term time days, following the acknowledgement email. The Principal (or designated senior leader or Chair of Governors) will make it clear to the complainant if the investigation is likely to take longer than ten term time days and provide the date for when it will be concluded.

Stage 3: Appeals

If the complainant believes their complaint has not been resolved satisfactorily, two courses of action remain:

i) Following receipt of response made by a designated senior leader, this will be treated as an 'unresolved complaint' and passed to the Principal for their attention. The Principal will review the treatment of the complaint and provide a formal written response. If the complainant is still not satisfied with this response, they should lodge a formal appeal to the Chair of Governors, within ten term time days of receiving the response.

ii) Following receipt of response made by the Principal, if the complainant is still not satisfied with this, they should lodge a formal appeal to the Chair of Governors.

Formal appeals should be made in writing to the Clerk to the Corporation within ten working days of receipt of the Principal's letter. The Chair will review the treatment of the complaint, which may involve discussing the matter with the Principal, members of the College Leadership Team and/or other Governors.

If the Chair or any other Governor(s) has already been involved in dealing with the matter, he will ask another Governor to conduct the appeal.

The complainant will receive a written reply from the Chair of the Corporation (or designated Governor), through the Clerk, within 10 term time days.

The Principal will bring unresolved complaints and appeals to the attention of Governors at either the earliest relevant Committee and/or Corporation meeting.

3. Serial or unreasonable complaints

The College is committed to dealing with all complaints fairly and impartially, providing a high-quality service to those who complain. However, the College does not expect the complaint investigator(s) or other staff to tolerate unreasonable behaviour, which it defines as conduct which:

- Is aggressive, offensive or intimidatory (e.g. use of discriminatory or foul language in written and/or verbal communication).

- Hinders its consideration of the complaint (e.g. lack of cooperation, refusal to articulate the complaint, changes in the basis of the complaint, excessive demands in unrealistic timescales, etc.).

Whenever possible, the complaint investigator will discuss any concerns with the complainant and ask them to modify their approach so that their complaint may be dealt with promptly. However, if the unreasonable behaviour persists, the Principal will write to the complainant explaining that their approach is such that it is preventing the complaint from being dealt with. If a satisfactory resolution cannot be reached, the Principal may deem that the complaint cannot be addressed any further.

Complaints will be documented and stored following the data protection regulations and in line with our Privacy Policy, available on our website.

4. Useful addresses

If the complainant wishes to raise a concern directly with an examination board, the details can be obtained either from the College's Examinations Manager (Matt Darlington, mdarlington@greenhead.ac.uk) or by consulting the College's prospectus which specifies the examination board under each subject entry.

Other useful addresses:

- **Department for Education**
  gov.uk/government/organisations/department-for-education

- **Department for Education**
  Complaints about post-16 education and training provision funded by ESFA - GOV.UK

- **Ofsted**
  gov.uk/government/organisations/ofsted

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Impact Assessment

Complaints Policy and Procedure

Reviewed September 2026

Policy Holder:	*Principal*
Date Impact Assessed by Policy Holder:	*September 2026*
Date of next review:	*September 2028*
To be reviewed by:	*Principal*

Policy title:	Complaints Policy and Procedure
Policy owner:	Mo Bunter Principal
Date of latest review if applicable:	November 2025

EIA Date: 09.06.2021

Main aims and purpose of the policy:
Greenhead College has a commitment to supporting the development of a healthy workforce and will work to ensure that factors relating to the workplace and work process itself do not have an impact on sickness levels.
The procedure seeks to enable managers to monitor and reduce sickness absence effectively, fairly and in a sensitive manner with due regard to absences that may relate to impairments as defined under the Equality Act 2010.

Type of policy connect to EIA:

- **Proposed new policy**
- **Undertaking a review of an existing policy**
- **Other (please state):**

Please identify any potential impacts that the policy or development of this policy could have, on any of the equality grounds identified below.

Equality Ground	Identified Impact
Age	The policy is consistent in its approach to the management of the complaints policy regardless of age.
Disability	The policy is consistent in its approach to the management of the complaints policy regardless of disability.
Gender (including gender identity)	The policy is consistent in its approach to the management of the complaints policy regardless of an employee's gender.
Marriage and civil partnership	The policy is consistent in its approach to the management of the complaints policy regardless of an employee's marital or civil partnership status
Pregnancy and maternity	The policy is consistent in its approach to the management of the complaints policy regardless of whether a person is pregnant or on maternity leave.
Race	The policy is consistent in its approach to the management of the complaints policy regardless of race.
Religion or belief	The policy is consistent in its approach to the management of the complaints policy regardless of an employee's religion

	or belief. Due consideration will be given to religious observances when arranging meetings / hearings.
Sex	The policy is consistent in its approach to the management of the complaints policy regardless of sex.
Sexual Orientation	The policy is consistent in its approach to the management of the complaints policy regardless of sexual orientation.
Social / Health Inequalities	The policy is consistent in its approach to the management of the complaints policy regardless of social status/health inequalities.

Select one of the four outcomes below to indicate how the development/implementation of the policy will be progressed and state the rationale for the decision.

Outcome 1: **No change required – the assessment is that the policy is/will be robust and/or promotes Diversity and Inclusion.** ■

Outcome 2: **Adjust the policy – this involves taking steps to address any adverse impacts before the policy has been developed.** ☐

Outline these steps:

Outcome 3: **Continue the policy while mitigating against any potential adverse impacts.** ☐

Outline how these adverse impacts can be mitigated against:

Outcome 4: **Immediate referral to CLT/Governors, as there are adverse effects which cannot be prevented or mitigated against.** ☐

Details of further steps (if required)	