

Thurrock Adult Community College is committed to delivering provision of the highest quality. By listening to the views of our users we aim to continue to improve our performance. TACC aims to deal with complaints promptly and fairly. Any action taken as a result of complaints will help improve the quality of the learners' experience.

Principles

- there is a clear procedure on how to complain
- any complaint is taken seriously and is answered as well as we can
- the complaint will be dealt with promptly and courteously
- a full explanation will be given and an apology where we have got something wrong
- we will tell you of action taken to try and prevent the same thing happening again
- there is an appeals process if you are unhappy with our response or how your complaint has been handled
- The final appeal will be heard by the Governing Body of the College (For complaints regarding assessment, examination and verification decisions Awarding Bodies may hear an appeal once the College's complaints and appeals process has been exhausted.)

TACC operates a four level complaints procedure. You may enter your complaint at the level you feel is most suited. The majority of complaints that the college receive are dealt within levels 1 and 2.

Level 1: talk to your tutor a quiet word at a convenient time could easily sort out a problem or two

Level 2: complete a CCC form. This form will be sent on to the Principal who will decide who would be best to investigate and reply.

Level 3: write to the Principal if your complaint is of a serious or confidential nature, who will then decide who would be best to investigate and reply.

(if your complaint is of a serious or confidential nature, or concerns a member of the senior leadership team then it should be addressed to the Chair of Governors)

Level 4: Appeals: if you are unhappy with how your complaint has been dealt with you have the opportunity to appeal to the Governing Body of the college using the College's Complaints procedure.

Monitoring

Complaints are reviewed at Quality Review meetings between the Vice Principal and Curriculum Managers. They are also reviewed at monthly Leadership Team meetings to ensure timely response, appropriate investigation and to identify "lessons learnt". Complaints always generate "lessons to be learnt" even when the college is not found to be at fault.

The Governors receive a termly report outlining any emerging themes and the outcomes. An annual report is also presented to the Governors that has detailed analysis. The policy has an annual review.

Level 1: Speak to your tutor	
If your complaint or concern directly relates to your learning experience speak to your tutor in the first instance. An honest conversation about the problem could lead to quick and satisfactory end result.	Your tutor may keep a record of your complaint and any action taken as a result of your discussion.
Level 2: Complete a CCC form	
Electronic forms are available from the Learner Handbook. Paper forms can be requested from Student Services. This simple form can carry a comment, compliment or complaint to the management team of the college. It can be completed anonymously, as an individual or as a group. Completed paper forms are returned by you to the returns box located in reception. You may prefer to write a letter in which case address the letter to the Principal.	Completed CCC forms or letters are all sent to the Principal of the college who will decide who will look into your complaint. At this stage you will receive a letter acknowledging your complaint and telling you when you can expect a full reply. We will try to deal with your complaint in full within 15 working days of receiving it. We may phone you to get more information to help us investigate in full. Our response to your anonymous complaint may be publicly displayed with the action taken by us shown. This is in order to show our commitment to continuous improvement.
Level 3: Complaint to the Principal	
If you feel your complaint is particularly serious, or if you have been unhappy with the way your complaint has been dealt with so far, or if your complaint is about a member of the management team you may wish to write directly to the Principal.	Upon receipt of your complaint the Principal will write to let you know who will be dealing with your complaint and when you can expect a reply. We will try to deal with your complaint in full within 15 working days of receiving it.
Level 4: Chair of Governors	
If your complaint is serious or concerns a senior member of staff you may write to the Chair of Governors, via the Clerk to the Governing Body	Upon receipt of your complaint the Clerk to the Governors will write to let you know which governor will be dealing with your complaint and when you can expect a reply. The Chair of governors will try to deal with your complaint in full within 15 working days of receiving it.
Appeals Process	

If you are unhappy with what we have done to deal with your complaint you can write to the Chair of the Governing Body who will set up an appeals panel of members of the governing body. However, you must make it clear why you do not think your complaint has not been dealt with properly. This may take the form of a written or verbal statement but will probably include a discussion with the appeals panel at the formal hearing. A senior officer from Thurrock Council will be involved at this level of complaint.

We aim to complete all appeals within 28 working days.

You also have the right, if your complaint refers to an externally accredited course, to appeal to the relevant awarding body. The Clerk to the Governing Body will supply details of Each Awarding Body's process.

Appeals – Education and Skills Funding Agency

You can also complain about the college as a provider to the Education and Skills Funding Agency. Their publication Complaints About Providers of Education and Training can be found <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#complain-about-a-post-16-training-provider-college-or-employer-we-fund> or ask Student Services for a hard copy.

Complaints Procedure - Appendix 1 Apprentices

TACC runs a number of Apprenticeship programmes that are mainly delivered in the workplace.

The overarching procedure applies to all learners including apprentices. However the variations to the reporting of complaints for apprentices is detailed in this annex.

Level 1: talk to your tutor or assessor a quiet word at a convenient time could easily sort out a problem or two

Level 2: complete a CCC form. This form will be sent on to the Principal, who will decide who would be best to investigate and reply.

Level 3: write to the Principal if your complaint is of a serious or confidential nature, who will then decide who would be best to investigate and reply.

(if your complaint is of a serious or confidential nature, or concerns a member of the senior leadership team then it should be addressed to the Chair of Governors)

Level 4: Appeals: if you are unhappy with how your complaint has been dealt with you have the opportunity to appeal to the Governing Body of the college using the College's Complaints procedure.

The above procedure applies to complaints relating to Thurrock Adult Community College.

If you have a complaint regarding your employer or issues within your workplace you should follow the complaints policy and process applicable to the organisation. If you are not sure where to find this please

Speak to your line manager.

The college has a duty of care to all apprentices studying at the college and we would strongly recommend you also talk to your tutor or assessor if you are unhappy with something at work. They will be able to support you to help resolve the matter.

**This policy is due for review in January 2022 as part of our annual cycle.
It will be reviewed and signed off by the Board of Governors in Feb 2022**

- **This version Jan 2021, signed off Feb 2021**
- **Signed Jaki Bradley (Principal)**

- **Ratified by Board Feb 2021**
- **Signed Neil Woodbridge (Chair)**