



Policy Title: Complaints Policy – Governing Body
Approved by: The Corporation of Accrington and Rossendale College
Author: Clerk to the Corporation
Next review date: May 2013

1 Context

- 1.1** Accrington and Rossendale College is committed to promoting a culture of openness, honesty and integrity within which all Governors are encouraged to act responsibly and where malpractice is not tolerated.
- 1.2** As part of this culture, staff, learners and other interested parties are able to raise, in a responsible way, concerns about known, suspected or apparent malpractice by Governors without fear of reprimand or victimisation and, in so doing, to uphold public confidence and the reputation of the College.
- 1.3** The College will not tolerate harassment or victimisation of anyone raising a concern, whether or not it is proven.
- 1.4** It is recognised that individuals may not always be sure whether or not malpractice is taking place. It is preferable for concerns to be raised which may prove to be unfounded, providing this is done in good faith, rather than for concerns to be ignored which turn out to be serious.

2 Purpose and Scope

- 2.1** To enable staff, students, visitors, other individuals, businesses or an organisation to express concerns about any aspect of the Governing Board.
- 2.2** A separate procedure exists for complaints against the College, its staff or services

3 Complaints

- 3.1** A complaint against the Corporation, any member of the Corporation or the Clerk to the Corporation may be made by an individual, business or an organisation.
- 3.2** **A Complaint against a Member of the Board**
- 3.3** Complaints of this nature should be addressed to:

The Clerk to the Corporation
Accrington and Rossendale College
The Broad Oak Centre
Accrington
BB5 2 AW
- 3.4** The complainant must state clearly the nature of the complaint and if appropriate provide copies of any related documentation.
- 3.5** The Clerk to the Corporation will acknowledge and investigate the complaint and endeavour to provide a response within ten working days and if this is not possible will provide the complainant with an interim statement.

- 3.6** The written response from the Clerk to the Corporation will include details of any arrangements for pursuing the matter with an independent body (e.g. the Secretary of State for Education, the Skills Funding Agency, Young Peoples Learning Agency etc).
- 3.7** The Clerk to the Corporation will keep the Chair of the Corporation informed of the situation, and will provide the Corporation with a written statement of the nature of the complaint and the response at the first available meeting.
- 3.8** When carrying out an investigation on a complaint against the Corporation or an individual member of the corporation, the Clerk to the Corporation will have the authority to refer issues to the Corporation's auditors (external and/or internal) or other appropriate advisors.

3.9 A Complaint against the Clerk to the Corporation

- 3.10** A complaint against the Clerk to the Corporation shall be forwarded to the Chair of the Corporation Board for investigation and response. Letters for the attention of the Chair to the Corporation should be addressed to:

The Chair of the Corporation Board
Accrington and Rossendale College
The Broad Oak Centre
Accrington
BB5

- 3.11** The approach to be adopted by the Chair of the Corporation in investigating and responding to a complaint against the Clerk to the Corporation will be similar to that outlined above however the Chair will have access to and will be able to liaise with the Principal of the College

4 Procedure

- 4.1** A Complaint will be received by Clerk to the Corporation who will enter all relevant information into a Confidential Complaints Log
- 4.2** An acknowledgement letter will be sent to complainant within 5 working days (Note: Working days are from the date the Clerk received the complaint)
- 4.3** The Clerk to the Corporation will undertake a formal investigation and advises the Chair of the Corporation throughout proceedings. Any supporting information relevant to the investigation will be retained and stored by Clerk to the Corporation
- 4.4** The Clerk will be prepare a written response to be sent to the complainant, including any proposed corrective actions, within 15 working days of the initial complaint being received. If this timescale cannot be achieved an interim position letter will be sent to the complainant.

5 Audit

A sample of complaints received will be considered by the Vice Principal (Quality and Standards) on a yearly basis to verify that appropriate action has been taken and that the complaints procedure has been applied correctly. The Clerk will report yearly on the complaints received in the previous twelve months to the Audit committee, The report will analyse trends and recommend any action to be taken.