

## Complaints Procedure

### Introduction

Prime College is committed to providing a quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of all stakeholders. Therefore, we aim to ensure that:

- We treat every complaint seriously regardless of how it is received,
- We will respond to all complaints within 24 hours upon acknowledgement,
- Complaints will be dealt with honestly, politely and in confidence,
- We will conduct a full investigation into all complaints,
- We deal with it promptly, politely and, where appropriate, informally (for example, by telephone),
- We respond with a full explanation and information on any action taken,
- We will use any complaints received to help us improve our services, wherever possible.

For the purposes of this procedure, a complaint is defined as an expression of dissatisfaction which is not immediately resolved. You should commence our complaints procedure if you are unhappy with (this is not an exhaustive list):

- The standard of service you received from us,
- Our response to a request for service,
- Our actions,
- The behavior of a member of staff,
- The way you have been treated i.e., incidents of bullying, harassment, or unfair treatment,
- Allegations of fraud or financial irregularity.

### **Abusive complaints**

Abusive complaints will not be tolerated and anything containing offensive language will not be treated seriously by the college as a complaint. We reserve the right to take action against perpetrators of abuse.

This complaints procedure has three stages:

#### Stage 1

Informal complaints - Where possible, complaints should be raised immediately with the Senior Management team or via [admin@theprimecollege.org.uk](mailto:admin@theprimecollege.org.uk). The aim is to resolve the problem directly and informally at the earliest opportunity. It is anticipated that the vast majority of complaints will be resolved in this manner.

Complaints must be in writing and state clearly the basis of the complaint. The Complaints Form must be used for all complaints, which must be submitted to [admin@theprimecollege.org.uk](mailto:admin@theprimecollege.org.uk).

## Stage 2

Formal complaints - To make a formal complaint this should be sent to the directors on [suresh@theprimecollege.org.uk](mailto:suresh@theprimecollege.org.uk) or [admin@theprimecollege.org.uk](mailto:admin@theprimecollege.org.uk). The email should be titled as a complaint, and sets out the details of the complaint in full and what would be an appropriate resolution. An acknowledgement email will be sent, and a response will be provided within 48 hours. The Directors will review all information submitted and meet with relevant members of staff to review the complaint if necessary.

A written Determination based on facts and rules of fair hearing will be produced and copies will be provided for the party or parties involved within 15 working days thereafter.

## Stage 3

ESFA - If you remain unhappy with the outcome of your complaint you as the complainant may use the following link to access the Education & Skills Funding Agency (ESFA) Procedure: [Complain about a post-16 training provider, college or employer we fund.](#)

**Note: This process may only be used for complaints about programmes that the ESFA fund.**

## **Standards for handling complaints**

Our College treats all complaints seriously provided that they are not made abusively or offensively. Learners will be treated with courtesy and fairness at all times. We hope too that complainants will be courteous and fair in their dealings with the College at all times.

## **Confidentiality**

All complaints received will be dealt with confidentially and in accordance with the requirements of the General Data Protection Regulation (GDPR) May 2018.

## **Unreasonable behaviour**

All complaints will be processed in accordance with this procedure. However, during this process, staff may have contact with unreasonable complainant behavior and unreasonably persistent complainants. Where behavior of such type occurs, the College reserve the right to end the process and reject the complaint.

## **Recording complaints**

We will log all complaints we receive so that we can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve the College as a whole in the manner deliver services to our learners.

## **Procedure Review - Reviewed annually.**

Last reviewed – September 2021

Next Review – August 2022

