BIRKENHEAD SIXTH FORM COLLEGE

HOW ARE WE DOING?

COMMENTS, COMPLIMENTS AND CONCERNS PROCEDURE

If you feel concerned and/or worried about something to do with the College, or you would like to congratulate us or make a suggestion about how we can improve our service, the following information explains what you should do:

The College welcomes your comments and criticisms.

- Complaints tell us when you are not happy with a service and this gives us the opportunity to put things right.
- Comments / suggestions provide ideas on how we can improve our services.
- Compliments let us know when you are happy with a college service and tell us when something is working well. We can then share this good practice with other college services.

Comments/Suggestions/Compliments

If you would like to make a suggestion about any of the services we offer or you would like to compliment us on the standard of a service we provide, please complete the Comments, Compliments and Concerns form or write to Kathryn Podmore (Principal).

1. The College aims to ensure that all concerns /complaints received are dealt with promptly, fairly, professionally and efficiently.

2. All concerns/complaints will be taken seriously and viewed positively as an opportunity to receive constructive feedback so that improvements may be made.

3. All complaints will be treated with confidentiality, unless there is a serious threat to your personal safety or that of a member of staff or others or where there is a legal requirement to disclose the information - see college confidentiality and disclosure policy (DDA).

What steps should you take if you have a concern/complaint?

Stage 1 Informal Concern/Complaint.

You may wish to begin by raising the matter informally with the person who is most likely to be able to help you. Where possible, especially if **you** feel that the issue is of a minor nature, talk to the member(s) of staff concerned, your Personal Tutor or the relevant Head of Subject (remember to stay calm and be polite). Your Personal Tutor can advise you on how best to proceed. If you receive learning support, you can speak to a member of the Learning Support Team or your Personal Tutor. If you are a member of staff you can talk to your line manager. Hopefully your concern/complaint can be resolved at this stage.

Stage 2 Formal Concern/Complaint

- If the outcome of Stage 1 is unsatisfactory or impractical you should complete a complaints form (available from reception or a letter can be written).

- It should be noted that anonymous complaints cannot be investigated without verification of who the person is who is making the complaint as the college has to ensure that it is not a scurrilous claim. The person who is making a claim can state that he/she wishes his/her identity to remain confidential to the Principal/senior member of staff who will undertake the investigation.

- All complaints received in writing will be treated as formal complaints.

- All written complaints should be directed to Kathryn Podmore (Principal) Birkenhead Sixth Form College, Park Road West, Claughton, Prenton, Wirral CH43 8SQ.

- The College will acknowledge your formal complaint within 5 working days.

- A senior member of staff will investigate your complaint. He/she will inform you in writing of the outcome of the investigation within 15 working days. If there is a delay due to the type of investigation that has to take place, you will be informed of the reasons and of the progress made and the likely date you should receive a full written outcome.

Appeal

- If you are not satisfied with the College's response/solution offered you may appeal to the Principal in writing, within 10 working days. The Principal will then investigate the complaint personally, make a final decision on the appeal and he/she will provide a written response within 15 working days of the appeal being received.

- In the event that the Principal has been personally involved with the original complaint, then such appeal should instead be directed to the Chair of the Governors to whom any appeal, which, in the opinion of the complainant, has not been dealt with to his/her satisfaction, should also be directed.

- Such appeals will be duly investigated and considered and a written response will be sent to the person raising the concern **within 15 working days.**

- All Notices of Appeal should be addressed to the College marked **private and confidential** and for the attention of the **Principal or The Chair of the Governors**, as appropriate.

- Where the complainant is still not satisfied he/she may refer the matter to the Department for Education (DfE) or Education Funding Agency (EFA). Anyone considering making a complaint to the DfE or EFA should be advised that these government bodies will not normally consider a complaint unless the College procedure has been exhausted.

Monitoring

All compliments, complaints, informal and formal will be logged and an annual analysis of concerns/complaints/compliments will be monitored by the Corporation.

HOW ARE WE DOING?

COMMENTS, COMPLIMENTS AND CONCERNS FORM

Please complete this form to make a comment, compliment or complaint about a college service and return to:

Kathryn Podmore
Principal
Birkenhead Sixth Form College
Park Road West
Claughton
Prenton
CH43 8SQ

Please circle one of the following

Comment/Suggestion

Compliment

Complaint

1. Your full name:

2. Address (for correspondence)

3. Post Code

4. Telephone Number

5. Email address

6. Are you: A) 16-19 year old student ☐ B) An adult student ☐

C) A Parent ☐ D) A visitor to the College ☐

E) Member of Staff ☐ Other

7. Write a full description of your complaint, comment/suggestion or compliment. Include all relevant facts, dates, times and people involved.

(please continue overleaf):

Signature(s): **Date**

Thank you for your help in providing us with this information

Equal Opportunities

This information is used to monitor the effectiveness of the college Equal Opportunities Policy. We would be grateful if you would please answer all the questions

Male ☐ Female ☐

Disabled ☐

Learning Difficulties ☐ Nature of difficulty

How would you describe your ethnicity?

Bangladeshi		**Indian**		**Pakistani**		**Asian- Other**	
African		**White/Black-African**		**Black-Other**		**Chinese**	
White-Asian		**White/Black/Caribbean**		**White British**		**White Irish**	
White-Other		**Other Mixed Background**		**Caribbean**		**Any Other**	