

CORPORATION'S COMPLAINTS PROCEDURE

FOR COMPLAINTS AGAINST THE CORPORATION, GOVERNORS, THE PRINCIPAL OR THE CLERK

1. A complaint against the Corporation (Governing Body), a member of the Corporation (Governor), the Principal or the Clerk to the Corporation may be made by an individual, business or an organisation.
2. Complaints (expressions of dissatisfaction) may only concern actions or lack of actions by the Corporation or individuals with reference to duties or responsibilities associated with the College, as defined by the Instrument & Articles of Government.
3. Complaints must be made in writing and addressed to the following:

Vicki Barber
Clerk to the Corporation
Stockton Sixth Form College
Bishopton Road West
Stockton on Tees
TS19 0QD

4. The complainant will be expected to state clearly the nature of the complaint and, if appropriate, provide copies of any related documentation.
5. The Clerk will:
 - acknowledge receipt of the complaint without unreasonable delay, ideally within 5 working days,
 - investigate the complaint and report the findings to appeals panel,
 - the appeals panel will communicate a response to the complaint within 28 working days, if this is not possible, provide the complainant with an interim statement.
6. The Clerk will keep the Chair informed of the situation, and will provide the Corporation with a written statement of the nature of the complaint and a report of the findings of the investigation at the next meeting.
7. When carrying out an investigation on a complaint against the Corporation, an individual member of the Corporation or the Principal, the Clerk will have the authority to refer issues to the Corporation's auditors (external and/or internal) or other appropriate advisors.
8. A complaint against the Clerk shall be forwarded to the Chair of the Corporation for investigation and response. Letters for the attention of the Chair of the Corporation to be addressed to:

Margaret Hirst
Chair of the Corporation
Stockton Sixth Form College
Bishopton Road West
Stockton on Tees
TS19 0QD

9. The approach to be adopted by the Chair in investigating and responding to a complaint will be similar to that outlined above with regard to complaints against the Corporation, individual members of the Corporation and the Principal.

10. The operation of this Procedure does not remove the right of the complainant to approach bodies external to the College, such as the Department for Education (DfE), if they are not satisfied.

*For complaints relating to other than those listed please see the separate College Complaints Policy/Procedure.

Approved:	November 2013	Due for Review:	November 2016
------------------	---------------	------------------------	---------------