



COMPLAINTS PROCEDURES - DOCUMENTATION OF FORMAL COMPLAINT

Where a formal complaint is made, the complaint must be referred to, and documented by the appropriate Senior Leadership Team member using the schedule below.

The Complaints procedure schedule includes:

- Schedule Overview
- Section 1 Summary of Statement by Complainant
- Section 2: Summary of Statement by Respondent
- Section 3: Summary of Outcomes
- Section 4: Agreement with Record of Outcomes – Complainant and Respondent
- For College Use Only – Timelines, Actions, Outcomes

All original documentation in hard copy must be maintained by the College and filed in the Head of College's office. Hard copies of correspondence pertaining to the complaint must be retained for a period of five years.

Note that not all sections of the schedule are applicable in every instance of a complaint.

A formal complaints register on "G" drive shall be maintained by each Senior Leadership Team member and shall include information about the investigation of the complaint, the outcome of the complaint, including any action taken, and the apparent level of satisfaction of all concerned with the process and outcome.



Overview:

To be completed by the SLT member managing the complaint

Complainant / Respondent	
1. Name of Complainant:	
2. Role (if applicable)	
3. Address:	
4. Contact details:	
5. Name of Respondent:	
6. Role (if applicable)	

Reporting of the complaint	
1. Was the complaint reported at the time of the event or issue?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2. If "yes", to whom?	
3. When (approximate month)	
4. If not, why not?	

Action:	
1. What action, if any, was taken by the person making the complaint?	
2. What action was taken by the person receiving the complaint, if any?	
3. Has the complaint/issue become known to others?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4. If "yes", to whom?	
5. Who are the support people for the complainer and the subject of complaint (if applicable)?	



Following verbal or written receipt of a complaint:

SECTION 1 Summary of Statement by Complainant		
Name of person managing the complaint:		
Date received:		
Issues (Paragraph per point) <i>(Add more if required)</i>	Approximate Date	Witness/es
1		
2		
3		
SECTION 2 Summary of Statement by Respondent		
Issues (Paragraph per point) <i>(Add more if required)</i>	Approximate Date	Witness
1		
2		
3		



SECTION 3 Summary of Outcomes

Issues from Complainant <i>(Add more if required)</i>	Response by Respondent <i>(Add more if required)</i>	Outcome <i>(Add more if required)</i>
1		
2		
3		

SECTION 4 Agreement with Record of Outcomes - Complainant and Respondent

Complainant:

I am / am not satisfied with the process which has been followed.

Please state reasons if not satisfied:

I am / am not satisfied with the resolution of this formal complaint.

Please state reasons if not satisfied:

Signature of complainant: _____ Date: _____

Respondent:

I am / am not satisfied with the process which has been followed.



Please state reasons if not satisfied:

I am / am not satisfied with the resolution of this formal complaint

Please state reasons if not satisfied:

Signature of Respondent:

Date:

*Please retain one copy and return second copy signed to **PA to Head of College** (dependent on who is managing the complaint) within 5 working days.*



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	Timeline of Events and Course of Action	Approx Date	Outcome
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

Name of person managing the complaint:	
Date received:	
Role:	
Signature:	

Office Use Only

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