How to Make a Complaint or Appeal (Summary)

Informal Resolution

Discussion with tutor, manager or Head of Department.

- Investigation into nature of complaint
- Support for complainant
- Seek resolution
- Issue resolved

Formal Complaint

Where the complaint is not resolved using the informal procedures, put in writing to the Central Admissions and Student Services Manager

Stage 1

Acknowledgement from the Central Admissions and Student Services Manager Improvement within 3 working days of receipt referring to relevant College manager for investigation

Stage 2
Investigation

- Investigation support for complainant
- Response or progress report in a further 10 days
- Issue Resolved

Stage 3
Appeal

- Refer to Principal if still not resolved at this point (usually 10 days)
- Refer to Chair of Governors if still not resolved at this point (usually 10 days)

Final stage of College procedure for complaints.

- Further education complaints refer to Learning and Skills Council for last appeal.
- Adult Education Complaints refer to Royal Borough of Kensington & Chelsea