

# **JOHN LEGGOTT COLLEGE**

## **COMPLAINTS PROCEDURE POLICY**

## **Principles**

If you have a complaint, we want you to tell us so we can put it right.

The college aims to provide a high standard of service to all its students, customers & visitors.

If you are unhappy with any aspect of a JLC course, we ask that you try and resolve the issue with your personal tutor, subject teacher or the relevant manager of the area in the first instance.

If you are unsure who this is, your personal tutor or Reception/Student Services staff, will be able to guide you.

If you don't feel that your complaint has been resolved once you've tried this step, please use this Complaint Form.

### **1. How to Make a Complaint**

#### **Step 1 – Make a Complaint**

To investigate your complaint properly we need you to provide us with full details of the problem including:

- Date, time, and place of incident.
- A clear account of what happened, or what the problem is.
- Names of other people involved.
- The course you are attending (if applicable).
- Your contact number and address (please write this clearly).
- The outcome which you would like.

There are two ways to submit your complaint. You can:

- Complete our online complaint form which can be found on this webpage
- Complete a complaints form, available from Reception and to be returned to Reception

You should submit your complaint via the methods outlined above. However, if you discuss your complaint in person with our staff and they feel at any time that your behaviour is threatening or abusive they will call for the assistance of our Security Team. If you display such behaviour over the phone our staff will terminate the call.

#### **Step 2 – We Acknowledge Your Complaint**

Your complaint will be acknowledged by email or letter within three working days starting the day after the date of receipt of your complaint. Please note that this will not take into account any College closure days. In our acknowledgement, we will tell you the name and job title of the person who is investigating your complaint and the date by which we will respond to you.

#### **Step 3 – We will Respond to your Complaint in Full**

In most cases we will respond to your complaint within ten working days starting the day after the date of our acknowledgement. Please note that this will not take into account any College closure days.

If your complaint is particularly complicated and/or requires a significant investigation to be undertaken and, in our responsible opinion, it is not possible to respond to you with a

meaningful outcome within the deadlines set out above, we will contact you as soon as possible, and no later than ten working days starting the day after the date of our acknowledgement, to let you know and to discuss an appropriate deadline to respond to your complaint.

If we determine that an extended deadline is necessary, as outlined above, we will keep you informed of our progress at such intervals as we consider reasonable to satisfy you that your complaint is being progressed efficiently.

Please do not contact us regarding the progress of your complaint before the relevant deadline for response.

In our response, we may accept, partially accept, or reject your complaint. We will accept your complaint if we consider it to be completely justified or partially accept your complaint if we believe part of it to be justified. In either case we will explain what went wrong and why and try to remedy the situation.

Please do not try to escalate your complaint higher up the organisation without first going through the complaint's procedure in full.

#### Step 4 – If you are Unhappy with our Response

If you are not happy with our response to your complaint under Step 3 above, you may ask for it to be reviewed by writing to:

Director of Governance  
John Leggott College  
West Common Lane  
Scunthorpe  
DN17 1DS

You should outline clearly in your letter the reasons for your request.

Your Step 3 response will be reviewed by an independent member of our staff. You will receive a response within twenty working days starting the day after the date of receipt of your request. Please note that this does not take into account any College closure days.

Our Step 3 response will either be upheld (meaning our original response stands), not upheld (meaning the independent reviewer agrees with you that our original response was incorrect) or partially upheld (meaning the independent reviewer believes that our original response was only partially correct). If our response is not upheld or partially upheld, we will deal with your complaint as accepted or partially accepted (as the case may be).

If you are still not happy with the outcome of your complaint, you may contact

Complaints team  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

## Complaints against the Corporation, Board Members, or the Clerk

If a complaint is received against the Corporation or an individual member of the Corporation, it shall be directed to the Clerk to the Corporation who shall deal with the matter as laid out below:

- A complaint received against an individual member of the Corporation (other than the Chair) shall be forwarded to the Chair of Corporation for consideration/investigation – the Chair may determine that the advice of a legal adviser is required to progress
- A complaint against a group of members or the whole Corporation, shall be forwarded to the Chair of Corporation – the Chair may determine that the advice of a legal adviser is required to progress
- A complaint against the Chair of the Corporation shall be forwarded to the Principal, who will determine whether they are able to respond to the matter or whether they require the advice of a legal adviser

If a complaint is received against the Clerk to the Corporation, it shall be forwarded to the Chair of the Corporation.

In the event of any of these instances the process for making a complaint is the same as detailed above.

## Managing serial and unreasonable complaints

John Leggott College is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with our school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

The college defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the college, such as, if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
- introduces trivial or irrelevant information which they expect to be taken into account and commented on
- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where the college's complaint procedure has been fully and properly implemented and completed including referral to the Education & Skills Funding Agency
- seeks an unrealistic outcome
- makes excessive demands on college time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the college that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, the Principal or Chair of Corporation will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking.

If the behaviour continues, the Principal will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact John Leggott College, causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from the college site.

Policy Owner:	Leon Riley	Next Review Date:	May 2025
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