



1. PURPOSE OF THE COMPLAINTS PROCEDURE

The purpose of this document is to outline the process for submitting, handling, and resolving complaints at ROC College. This process aims to provide a fair and transparent method for addressing concerns in a timely manner and to ensure that all complaints are treated with respect and seriousness.

The purpose of this procedure is to clearly outline the distinction between informal and formal complaints at ROC College. It will explain how informal complaints will be addressed promptly and effectively, ensuring a resolution at the earliest stage possible. This document will also provide guidance on how formal complaints will be managed.

2. WHO THE PROCEDURE IS FOR

- ROC College Leaders and Managers
- Student and the parents of students that attend ROC College
- Stakeholders who work with ROC College

3. DEFINITION OF A COMPLAINT

1. Informal Complaint

An informal complaint is a concern or issue raised by a student, staff member, or other college stakeholder that is communicated in a less formal or non-structured manner. Informal complaints typically do not require official documentation or a formal process, and they are often resolved through direct communication with the relevant individual or department.

Characteristics of an Informal Complaint:

- Typically communicated verbally or via informal written methods (e.g., an email or quick conversation).
- Often addressed immediately by the staff member or department involved, without the need for formal investigation.
- Usually relates to issues that can be resolved quickly and directly, such as misunderstandings or small service complaints.
- May not require escalation to senior management or a formal complaints officer.
- Resolved at the point of contact, with no need for further follow-up or formal actions.



At ROC College, we strive to address complaints in an informal and timely manner whenever possible. This document outlines our process for managing informal complaints.

2. Formal Complaint

A formal complaint is a more structured and official grievance submitted in writing, detailing specific concerns or problems that require a thorough investigation and resolution. Formal complaints often involve more serious or unresolved issues and are handled through the college's official complaints process, which may include escalation to higher levels of administration or a designated complaints team.

Characteristics of a Formal Complaint:

- Submitted in writing (via email, online complaint form, or formal letter) with clear details of the issue, including relevant facts, dates, and supporting evidence.
- Follows the college's established complaints procedure, which includes acknowledgment, investigation, and a formal response.
- Involves more complex or serious issues that need further review or resolution, such as academic grievances, disciplinary matters, or major service failures.
- Requires official documentation, and often involves multiple steps, including investigation and possible actions to resolve the issue.
- May involve higher-level college staff, such as department heads, senior administrators, or designated complaints officers.
- May lead to corrective actions, changes to policies, or other formal resolutions.

If the College receives a formal complaint, it will be handled in accordance with the United Response complaints policy.

4. INFORMAL COMPLAINT PROCESS

Who can I make an informal complaint to?

Stakeholders can make an informal complaint to any member of the college's leadership and management team. This can be done via phone call, face-to-face conversation, or a brief email. The leadership and management team includes:

- Curriculum Managers
- Curriculum Lead
- Deputy Heads and Head, including the Head Teacher



Where is my complaint stored?

Your complaint, along with any actions taken, will be securely stored on the internal data system called Databridge. Access to this information is restricted to the leadership and management team and a names person for the organisations Quality & Practice Team.

Who manages my complaint?

A member of the leadership and management team will be assigned to manage your complaint. The responsible person will be identified within 3 working days and will communicate with you throughout the process.

5. TIMEFRAMES FOR DEALING WITH INFORMAL COMPLAINTS

At ROC College, all complaints will be taken seriously, handled sensitively, and resolved within clear and reasonable timeframes. We aim to address informal complaints as swiftly as possible to ensure timely resolution for all parties involved.

- **Acknowledgement of Informal Complaints:** Upon receiving an informal complaint, the college will acknowledge the complaint within 3 working days. This ensures the complainant is aware that their concern is being addressed.
- **Resolution of Informal Complaints:** The college will aim to resolve informal complaints within 10 working days from the date of acknowledgment. Most informal complaints should be resolved directly by the relevant staff or department at this stage.
- **Follow-up and Final Response:** If the issue is not resolved informally or further discussion is needed, the college will follow up within 15 working days to ensure the complaint is fully addressed.

In total, the target is to complete the informal complaint process, including any necessary follow-up, within 20 working days.

If the outcome of the informal process is unsatisfactory, the complaint may, if necessary, be escalated to a formal complaint.

6. PERSISTANT CORRESPONDANCE

If a parent continues to raise the same informal complaint after it has been thoroughly addressed through both informal and formal channels, the college may consider such behavior to be vexatious. This means that the repeated raising of the same issue, despite having been fully considered and resolved at both levels, is deemed unreasonable and disruptive. As such, the college will regard this ongoing action



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as falling outside the scope of this complaints policy and may take steps to limit further consideration of the matter. This ensures that resources are used efficiently and that the complaints process remains fair for all parties involved.

7. WHAT TO DO IF YOU STILL HAVE CONCERNS

If an issue is not resolved at the informal stage, it may be escalated to the formal complaint process, as outlined in the United Response policy.

If a parent, student, or staff member feels their concern has not been adequately addressed informally, they have the right to formally submit their complaint for a more detailed investigation and resolution. This ensures that all issues receive appropriate attention and are handled in accordance with established procedures, providing a fair and thorough approach to complaint resolution.

8. RELATED UNITED RESPONSE POLICIES & GUIDANCE

- [GIR001 Complaints Policy.docx](#)

9. CONTACTS

If you have any queries or concerns regarding this procedure, please contact the relevant person.

SUBJECT	CONTACT	TELEPHONE
Policy contacts		
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10. DOCUMENT CONTROL

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