

LONDON TUTORIAL COLLEGE

COMPLAINTS PROCEDURE

Introduction

London Tutorial College (LTC) prides itself on the quality of the teaching and pastoral care provided to its students. However, if parents do have a complaint, they can expect it to be treated by the College with care and in accordance with this procedure. This is available to all parents of students (including prospective ones) on the College's website and from the Office during the working day, as well as displayed on the notice board.

A complaint is likely to arise if a parent believes that the College, or one of its staff or tutors, has done something wrong, or failed to do so something that it should have done or acted unfairly. Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

Dealing with complaints

All complaints will be handled seriously and sensitively. Formal complaints made in writing will be acknowledged within five working days if received during term time and as soon as practicable during holiday periods. It is in everyone's interests to resolve a complaint as speedily as possible, as per the time frame outlined here:

Stage 1 - Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact the Office Manager. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Office Manager cannot resolve the matter, alone it may be necessary for him/her to consult the Principal.
- Complaints made directly to the Principal will usually be referred to the relevant Tutor unless the Principal deems it appropriate for her to deal with the matter personally.
- The Office Manager will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within seven working days or in the event that the Office Manager and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

- If, the complaint is against the Principal, parents should also make their complaint directly to The Office Manager who will convene a Panel of three members to include an external independent person, not employed by the College in any capacity.

Stage 2 - Formal Resolution

- If the complaint cannot be resolved on an informal basis then the parents should put their complaint in writing to the Principal who will then decide, after considering the complaint, the appropriate course of action to be taken.
- In most cases, the Principal will try to meet the parents concerned, normally within seven days of receiving the complaint (to enable further internal investigations if necessary) to discuss the matter. If possible, a resolution will be reached at this stage.
- Written records of all meetings and interviews held in relation to the complaint will be kept by the Principal.
- Once the Principal has made a decision, parents will be informed of this in writing, giving reasons for the decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.
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Stage 3 -Panel Hearing

If the complaint either has not been resolved or is against the Principal, a Panel of 3 persons will be set up chaired by the Office Manager. One person on the Panel will be an Independent person, not employed by LTC in any capacity, nor a personal friend of the Principal.

The Panel will hear the complaint from both sides and then come to a conclusion which will be communicated to the two sides within 14 days.

If the outcome is still unsatisfactory to the complainant, then the matter may be brought to the attention of English UK of which LTC is a member, or the British Council, the accrediting body for the Centre, or the Independent Schools' Inspectorate (ISI) who is the appointed Educational Oversight Body.

Recording Complaints

Following resolution of a complaint, LTC will keep a written record of all complaints and when they are resolved. The record will include:

- date when the issue was raised
- name of parent
- name of student
- description of the issue
- records of all the investigations (if appropriate)
- witness statements (if appropriate)
- name of member (s) of staff handling the issue at each stage
- copies of all correspondence on the issue (including emails and records of phone conversations)
- correspondence, statements and records relating to individual complaints will be kept confidential except to the extent required by any existing legislation or other legal authority.

GS

Principal

review date: February 2016

next review: August 2017