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# **Complaints & Appeals Procedure**

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**2020**

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# THE COMPLAINTS PROCEDURE

London Waterloo Academy (LWA) is committed to improving its service and welcomes and values the feedback from all its stakeholders. The Complaints Procedure is one of the ways in which the College monitors its performance and ensures that the quality of our provision is enhanced.

## 1.0 INFORMAL STAGE

Wherever possible, issues of concern should be raised immediately with the member of staff responsible or, alternatively, with one of the support services such as those listed below, with the aim of resolving the problem directly and informally. It is anticipated that the vast majority of complaints will be resolved in this way.

The Informal Stage will generally be an oral process and a written record will not be made, but any staff involved will be encouraged to share the experience where the effectiveness of their College or section could benefit.

If you are still not satisfied with the response to your complaint, you should use the formal procedure outlined below.

## 2.0 FORMAL STAGE

### 2.1 How the complaint is heard:

The School of Professional Education and Courses appreciates that there may be occasions where the above process is inappropriate and that a more formal approach is necessary. Where it has not been possible to resolve matters to your satisfaction through the informal stage, you should write to the Administration Manager making it clear that you are raising a formal complaint under these procedures:

- 2.1.1 You should present full details, including your name and address, any relevant documentation, and dates, locations and witnesses as appropriate. You should also detail any previous unsuccessful attempts at informal resolution. Finally, you must state what remedy you seek or what reasonable steps you would like to be taken to resolve the complaint.

Complaints can be made by sending an email to the Administration Manager at [admin@waterlooacademy.co.uk](mailto:admin@waterlooacademy.co.uk)

Or

By letter to the following address:

Administration Manager, London Waterloo Academy, Elizabeth House, 39 York Road, SE1 7NQ

- 2.1.2 A meeting will be arranged between you and the appropriate authority to discuss the matter. You may, if you wish, be accompanied by a fellow student or past or present member of staff acting as a friend. A written record of the proceedings will be made by the Administration Manager who will also take responsibility for arranging the meeting. As part of the process of attempting to establish the facts of the complaint, the Principal will hold a separate meeting with the person(s) who is the subject of the complaint (and who may be accompanied by a colleague or union officer), and may also interview any material witnesses. A written record of the meeting will be made by the Administration Manager. The Administration Manager will notify you in writing of the result of your complaint and the reasons for the decision. Where the result of the complaint includes consequent action or recommendations, the Principal or manager of the section concerned shall notify the appropriate person(s) or committee in the College, without undue delay.

Complaints at this stage should not be heard by persons previously involved in the complaint. Therefore, should your complaint relate to the staff to which it would normally be referred under this stage, it should be submitted to the Principal who will arrange for it to be heard by an alternative senior member of staff of the College not previously involved in the case.

## **2.2 Staff & Student Committee Protocol**

- 2.2.1 The meeting will enable the Committee to give fresh consideration to the merits of your original complaint and/ or the way in which your complaint has been previously handled. They may also reconsider the appropriateness of the outcomes of the previous stage of the procedure. However, the hearing will not be conducted as an alternative to any part of the disciplinary or grievance procedures which apply to students or to members of staff.  
You may be accompanied to the meeting of the Staff & Student Committee by someone (normally a member of London Waterloo Academy who may speak on your behalf, and, at the discretion of the Chair, may question witnesses directly.
- 2.2.2 At the meeting of the Staff & Student Committee you or your representative will first present the case for your complaint, and you may call any witnesses whose names you previously notified to the Principal. The member of staff who is responding to the complaint and the members of the Staff & Student Committee may also question the witnesses.
- 2.2.3 The member of staff who is responding to the complaint will then present their response to your complaint, and may call any witnesses whose names have been previously notified to the Principal. You may then question these witnesses and the Staff & Student Committee may then ask the witnesses any further questions.
- 2.2.4 Witnesses called by the Staff & Student Committee will be questioned by the members of the committee and may also be questioned, in turn, by you (or your representative) and then by the member of staff who is responding to your complaint.
- 2.2.5 You or your representative will then be given an opportunity to present a summary of your complaint, and the member of staff who has been asked to respond will then be allowed to present a summary of their response.
- 2.2.6 The Chair of the Staff & Student Welfare Committee may (at his/her discretion) arrange for the Staff & Student Welfare Committee to retire to make its decision and

then return and summarise its decision in front of all those attending at the hearing or terminate the meeting in order for the Committee to consider its decision at length.

- 2.2.7 You will be informed in writing of the decision and the Committee's reasons for the same.

If the Committee's decision is that any steps should be taken as a consequence of or following the complaint or appeal, then the Principal or nominee will endeavour to take or monitor such steps, as appropriate.

## **3.0 THE APPEALS PROCEDURE**

### **3.1 Making a Formal Appeal**

- 3.1.1 Any student who wishes to make a formal appeal against the Academy's decision should submit the appeal in writing within five working days of receiving notification of the decision; this should be sent to the Administration Manager.
- 3.1.2 The letter of appeal should include a statement that clearly states the decision, which is being appealed, the basis for the appeal and the remedy the student is seeking. The letter of appeal may include new evidence to support the appeal for any personal circumstances that the student wishes to be considered.
- 3.1.3 The Academy will acknowledge the letter of appeal in writing, normally within three working days.
- 3.1.4 The appeal will be considered by the Principal, within five working days of receiving the letter. In circumstances whereby five working days is impractical, this period may be extended by the agreement of the Academy and the student.
- 3.1.5 The decision of the Principal is final and, is not subject to further appeal within the Academy.

**If complainants are dissatisfied** with the responses they receive or the time it is taking to conclude an issue, then they are advised to contact the Administration Manager. Please remember at any point in time your student representatives (see Notice Board) is on hand to support you throughout your time at the Academy.

The next step of appeal is if you are studying a course such as Pearson BTEC HND, or Dental Nursing, Business Studies, the college will contact the appropriate regulatory body for you (e.g. NEDBN, QAA, UKBA or any other relevant awarding bodies. Remember we are here to help you and we want you to be happy in your studies and time with us.



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