

Bishop Burton College Complaints Procedure Summary



Call us on: **01964 553 000**
or visit **www.bishopburton.ac.uk**
or ask at the Main Reception

BISHOP BURTON
College

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Complaint Form...

If you wish to make a formal complaint and you have, where appropriate, pursued all other avenues to have your concern dealt with, please complete this form and take it or send it to the relevant Manager of the area concerned, the Complaints Officer or the Deputy Principal at the College, or email comments@bishopburton.ac.uk.

Name:

Address:

Post Code: Date:

Telephone/Email:

Course and Year of Entry (Students only):

Complaint:

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How to make a complaint:

- 1 You can make a complaint either verbally (informally) or in writing (formally).
- 2 You can make the complaint to the Manager of the area concerned or the Complaints Officer.
- 3 To make a formal complaint you may use this form, send an email to comments@bishopburton.ac.uk or draft your own letter/correspondence.
- 4 You will receive acknowledgement of your complaint in writing within 5 working days of receipt of the complaint and your complaint will be recorded on the College database.
- 5 The most suitable person to carry out the investigation will be identified.
- 6 You will usually receive a formal response to your complaint within 15 working days after acknowledgement, unless the complaint is particularly complex.
- 7 If you are not satisfied with the outcome of the investigation, then you should appeal in writing to the Deputy Principal within 10 working days clearly stating the grounds for appeal. You will receive a response within 15 working days of receipt of the appeal.

Please note that the College will not accept a complaint lodged by a third party, other than a parent, carer or guardian of a 14-17 year old student.

Signature of complainant:

A full version of the College Complaints Procedure is available on request.