



# Complaints Procedure

## September 2024

Policy reviewed: September 2021

To be next reviewed: September 2025

To be reviewed by: Policy and Procedures Lead, Nikki Twiner

## Complaints Procedure

The Oaks is committed to providing a high-quality learning environment for all our learners. However, should any problems or issues occur, learners, or their parents/carers on their behalf, have the right to raise this with College Staff in order to seek resolution. The Oaks will take all complaints seriously and will ensure that we respond to complaints with care and concern. We aim to resolve matters as quickly and effectively as possible.

### Stage 1: Making a Complaint

In the first instance, any concerns should be discussed with a member of the teaching staff, ideally the learner's tutor.

If the complaint refers to a work placement then the complaint should be directed to the Careers Lead.

If you wish the complaint to be logged, a record of the complaint will be made, either through a face-to-face meeting or over the phone. Strategies for resolving your concern should be suggested through this meeting by the member of staff you are speaking to.

### Stage 2

If you remain unsatisfied with the action taken at Stage 1, and you don't feel your matter has been resolved and/or you feel that it is not appropriate to discuss it with a member of teaching staff or the learner's tutor, then a complaint should be made to the Principal. Strategies to improve the situation or mediation between yourself and the person causing you to make a complaint should be suggested.

The process of mediation will involve a meeting between yourself, the member of staff that you wish to log a complaint against and the Principal. You will be invited to bring along another person, such as a parent/carer, to support you should you wish to do so.

The meeting will be documented and a letter containing the outcome of the meeting will be posted to you within 5 working days of the meeting. The letter will outline the formal agreement and/or suggested strategies agreed at the meeting.

If your complaint is against the Principal, then you should direct your complaint to The Oaks' Chief Executive Officer, Gordon Tillman.

### Stage 3

Should you feel that your complaint remains unresolved, please make a formal written complaint to the Head of Trustees. Complaints can be addressed to Simon Harris, at [simon.harris@theoaks.ac.uk](mailto:simon.harris@theoaks.ac.uk).

A fair and confidential investigation will be carried out and a full, impartial and reasoned reply will be provided to you within 10 working days.

**The Oaks is committed to ensuring that no unfair treatment is given as a result of making a complaint.**

### Stage 4

If the College's complaints procedure has been fully utilised and you remain dissatisfied, please contact the Education and Skills Funding Agency (ESFA) and follow their complaints procedure. [Complain about a further education college or apprenticeship - GOV.UK \(www.gov.uk\)](http://www.gov.uk).

### Other complaints

If you would like to make a complaint about an SEN placement, please contact your Local Authority.

If your complaint is about external assessments, your tutor will contact the relevant awarding body on your behalf.