

COMPLAINTS PROCEDURE

At St Albans Tutors we operate a system where all matters are discussed between management and relevant staff members in confidence to resolve issues as swiftly and satisfactorily as possible. The procedure has three distinct levels.

Informal

We adopt an open door policy where the management team are available to any student, parent or tutor to discuss matters. In order to avoid times when the Principal or Vice Principal are teaching, it is advisable to arrange an appointment. This can be done on a very informal verbal basis with the person concerned.

We aim to ensure that complaints are heard at the next available break or free period. Any problem brought to our attention should be resolved swiftly through consultation with the relevant parties.

Formal

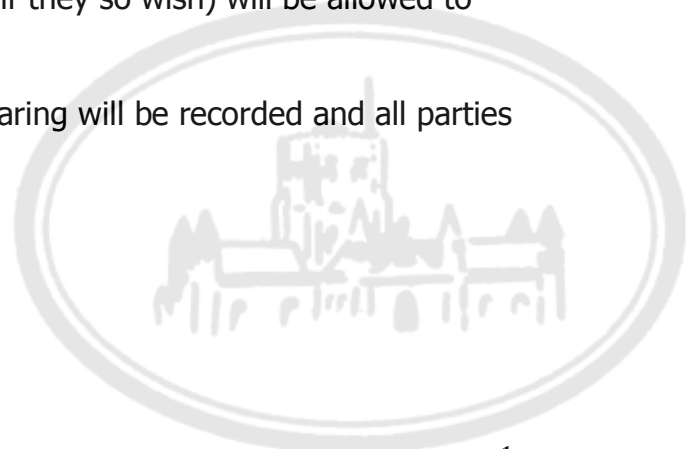
Any complaints concerning issues that are not satisfactorily resolved should be made in writing to the Principal, who will then arrange to meet with the complainant within three working days in order to ensure that a full understanding of the situation is reached by all parties.

If it is not possible to resolve the issue immediately, the Principal will endeavour to complete any necessary discussions with all relevant parties within one week and inform the complainant of the outcome of such discussions. The outcome will also be reported in writing to the complainant.

Panel Hearing

If a complainant is not satisfied with the written report, provision will be made for a hearing before a panel consisting of three people not directly involved with the issues concerned. Parents (accompanied if they so wish) will be allowed to attend the hearing.

The findings and recommendations of the hearing will be recorded and all parties will receive a copy.



Appeals Process

If a complainant wishes to appeal they must do so in writing within two weeks. All appeals will then be passed on to the appeals panel to assess and report their findings in a more formal setting. The panel will consist of at least one member who is independent of the college. As before, all parties will receive a copy of the findings.

Confidentiality

At all times, complaints will be dealt with in strictest confidence. A record of all complaints, whether dealt with at the informal, formal, or panel stage, will be kept at the college.

