



Bexhill 6th Form College

**POLICY FOR  
COMPLAINTS  
AGAINST THE  
CORPORATION**

**POLICY NUMBER: SG6**

Reviewed & Approved by Search Committee: **SEPTEMBER 2016**  
Approved by Corporation: **DECEMBER 2016**

# COMPLAINTS POLICY



Bexhill 6th Form College

## PROCEDURE FOR HANDLING COMPLAINTS ABOUT THE BEXHILL COLLEGE CORPORATION

The Corporation is accountable for its decisions and needs to ensure that it fulfils its legal duties, acts within its powers and acts reasonably at all times. The Code of Conduct sets out the expectations of individual members of the Corporation.

Complaints about the Corporation can concern the operation and procedures of the Governing Body, or the failure of individual Corporation members, or the Corporation, to follow Corporation Policy, the Code of Conduct, Standing Orders or the Instrument & Articles of Government.

Complaints concerning other areas of college business should be handled using the normal Complaints Policy and will be referred to the Principal. Issues which have already been dealt with under other procedures cannot be re-visited using this procedure.

The Clerk to the Corporation will act as the point of contact for any complaint that is made against the Corporation or an individual member of the Corporation.

The Chair of the Corporation will act as the point of contact for a complaint made against the Clerk to the Corporation.

A complaint may be received from an individual or an organisation.

### Procedure

1. Complaints against the Corporation or a member of the Corporation should be made in writing and sent to:  
Clerk to the Corporation  
Bexhill College  
Penland Road  
Bexhill on Sea  
East Sussex  
TN40 2JG

(A complaint against the Clerk to the Corporation should be made in writing and addressed to the Chair of the Corporation at the same address).

2. The complainant should state the nature of the complaint and provide any supporting details or documentation.
3. The Clerk will advise, without delay, the Chair of the Corporation that a complaint has been received and its nature. (Where the complaint relates to the Chair, the Vice Chair will be advised).
4. The Clerk will acknowledge receipt of the complaint and action to be taken within seven working days, with an indication of timescales for the resolution of the complaint.
5. The Chair will appoint an investigator who will investigate and provide a report to the Corporation.

6. Where the complaint relates to an individual member of the Corporation, that individual will be advised that a complaint has been received.
7. A written statement will be considered by the Corporation at its next meeting setting out the nature of the complaint and its proposed resolution and, in any event, the final response to the complainant will be circulated to all members of the Corporation.
8. A final response will be sent to the complainant after the Corporation meeting. During the meeting, the Clerk to the Corporation may be authorised by the Chair to seek independent advice from College auditors or other advisers if required.
9. Where a complainant is not satisfied with the response to the complaint, they will be referred to the Education Funding Agency (EFA). The EFA has power to review the processes that have been followed in dealing with the complaint and will seek to ensure that the complaint has been dealt with properly. It is understood that the EFA will not investigate a complaint on an individual's behalf or substitute its own judgement for that of the Corporation. However, it may make recommendations to the Corporation for the Corporation's subsequent consideration.