



SEVERN
BUSINESS
COLLEGE

Complaints Procedure

Purpose:

Severn Business College recognises that differences and complaints can arise from time to time and therefore has a fair and equitable process for dealing with employee or student complaints.

Scope:

The quick settlement of any complaints that may occur is in the best interest of all parties concerned. Therefore the following steps are implemented to ensure this happens.

Procedure:

1. As soon as complaint arises, it will be raised and discussed with all parties involved in the complaint.
If a student is making the complaint they are required to complete the Complaints Form available from the Reception. The completed Form is reviewed by the Student Support Officer or Senior Management (for student complaints)
If a staff member is making a complaint they are required to complete the Complaints Form available from the Reception. The completed Form is reviewed by the Principal (for all staff complaints).
2. A meeting involving the complainant and all other parties involved in the complaint is called. The meeting and its outcome is documented on the Form.
3. If the matter is not resolved to the satisfaction of all parties it is referred to the Director who will review the report and make a final decision about the complaint.
4. Each complaint and its outcome are recorded in writing.
5. Complaints should not be discussed openly throughout Severn Business College.