

# HEREFORD COLLEGE OF ARTS

## COMPLAINTS AGAINST THE CORPORATION PROCEDURE

**Manager Responsible:** Linda Watkins. Clerk to the Governors

**Issue Number:** 3 (Three)  
Replacement to 20 July 2004, October 2006

**Approval Date:** July 2004 (Board)  
October 2006 (CMG)  
August 2007 (update to reflect College name change)

**HEREFORD COLLEGE OF ARTS  
FURTHER EDUCATION CORPORATION**

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**Issue Number:** Three  
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**1. Definition**

- 1.1 This procedure has been developed to address any complaint the College should receive against the Corporation, a member of the Corporation or the Clerk to the Governors.
- 1.2 An individual, business or an organisation may make a complaint.

**2. Objectives**

**2.1 Making a complaint against the Corporation or a member of the Corporation**

- 2.1.1 A complaint against the Corporation or a member of the Corporation should preferably be made in writing and addressed to:

Clerk to the Governors  
Hereford College of Arts  
Folly Lane  
Hereford  
HR1 1LT

- 2.1.2 The complaint should state clearly the nature of the complaint and, if appropriate, provide copies of any related documentation. The complainant should also state the remedy they are seeking.

**2.2 Making a complaint against the Clerk to the Governors**

- 2.2.1 A complaint against the Clerk to the Governors shall be forwarded to the Chair of the Corporation for investigation and response.
- 2.2.2 Letters for the attention of the Chair of the Corporation should be addressed to:

The Chair of the Corporation  
Hereford College of Arts  
Folly Lane  
Hereford  
HR1 1LT

**3. Actions and Responsibilities to address the Complaint**

- 3.1 The Clerk to the Governors shall take the following action upon receipt of a complaint:

- acknowledge receipt of the complaint without delay
  - investigate the complaint
  - endeavour to provide a response to the complaint within four weeks and, if this is not possible, provide the complainant with an interim statement.
- 3.2 The written response of the Clerk to the Governors will include details of any arrangements for pursuing the matter with an independent body (see point 4 below).
- 3.4 The Clerk to the Governors will keep the Chair informed of the situation and will provide the Corporation with a written statement of the nature of the complaint and the response at the next Corporation meeting. Such a report shall be circulated to members within ten working days of the response of the Clerk to the complainant so that members are aware of the situation.
- 3.5 When carrying out an investigation on a complaint against the Corporation or an individual member of the Corporation, the Clerk to the Governors will have the authority to refer issues to the Corporation's auditors or other appropriate advisers.
- 3.6 The approach to be adopted by the Chair of the Corporation in investigating and responding to a complaint will be the same as that outlined above with regard to complaints against the Corporation and individual members of the Corporation.

#### **4. Unsatisfactory Outcome by the Complainant**

- 4.1 If a complainant is not satisfied with the outcome of their complaint, they may wish to write to the Learning and Skills Council Herefordshire and Worcestershire.
- 4.2 The Council is there to ensure that the College's procedures are working effectively. The Council will review the processes that the College has gone through when dealing with any complaint and the decisions that have been made. The Council will not investigate a complaint on an individual's behalf or substitute its own judgement for that of the College, but it will seek to ensure that any complaint is dealt with properly. If a complaint received is justified the Council may make recommendations to the College to prevent the situation happening again. The Council will follow up these recommendations during provider visits.

#### **5. Summary**

- 5.1 The College seeks to provide quality learning accessible to all. The procedure outlines the processes to address any dissatisfaction identified against the Corporation, a member of the Corporation or the Clerk to the Governors.
- 5.2 This procedure has been developed to ensure that the College shall address complaints quickly, fairly and effectively.

**Person responsible:** Linda Watkins, Clerk to the Governors  
**Next Review:** August 2008  
**Approval history:** **Issue 1** July 2004: Board  
**Issue 2** October 2006: CMG  
**Issue 3** August 2007: update to reflect College name change