

Stage	PHASE 1: RAISING A CONCERN	Notes
1. HOW ARE CONCERNS RAISED?	<p>Persons wishing to raise an issue of concern should raise the issue with a member of the Customer Services or Student Services teams, or with a member of staff with whom they feel comfortable. The on-line form is available on (add hyperlink)</p>	<p>1. The Complaints Procedure is open to all people served by the college, including students, parents, employers, visitors, governors, friends.</p>
2. WHAT HAPPENS WHEN THE CONCERN IS RAISED?	<p>The form will, when saved on the College's IT systems, generate a confirmation e-mail and a reference number. This reference number will be used throughout the Complaints Procedure – please keep this safe.</p>	<p>2. The first phase of the Complaints Procedure is raising the concern.</p>
3. HOW WILL THE CONCERN BE DEALT WITH?	<p>Where the concern is minor this can often be dealt with quickly and easily by initial discussion with the member of staff registering it. If this is not the case it will be referred to an appropriate person once it is registered on the system.</p>	<p>3. The initial concern can be put onto the system by the individual raising the concern or by a member of the Customer Services or Student Services teams.</p>
4. WHAT HAPPENS IF THE CONCERN IS SATISFACTORILY RESOLVED?	<p>The individual raising the concern will be asked to confirm that it is satisfactorily resolved by ticking a box on the form or confirming on the electronic form. This will close the concern.</p>	<p>4. Registering the concern will generate a reference number to use throughout the Complaints Procedure</p>
5. WHAT IF THE CONCERN ISN'T RESOLVED SATISFACTORILY?	<p>If the individual is not satisfied that the concern has been addressed and resolved, or the issue is serious or has worsened, this should move to Phase 2 of the Complaints Procedure, which is the formal stage.</p>	<p>5. It is anticipated that it will often be the case that the initial concern can be dealt with very quickly. This may be by the member of staff registering the concern, by another member of staff or a College manager.</p>
		<p>6. If the person registering the concern is satisfied that it has been dealt with s/he will be asked to confirm this on the form.</p>
		<p>7. If the concern is not resolved satisfactorily it becomes a Complaint and moves to Phase 2 of the Complaints Procedure</p>