**Complaints Policy**

Global London College strives to provide all students with the highest quality of teaching, welfare support and pastoral care.

We are constantly monitoring the quality of our provisions in various formal and informal ways, including questionnaires, tutorials, and student groups, and we maintain an open-door policy for the entire GLC community. We wish to take a proactive approach to ensuring all are satisfied and well-cared for. So please always feel comfortable to provide any feedback, good or bad, at any time to any GLC staff member.

Any issues that do arise through the formal monitoring processes described above, or through private feedback and complaints, will be reviewed and a resolution will be sought as quickly as possible.

However, if the issue has still not been resolved to everyone’s satisfaction, GLC will treat all issues seriously. The step-by-step procedure for complaints is described below, and a separate more simplified form of this policy will be displayed at the college.

Once a complaint reaches the ‘Formal Process’ as described below, a written record will be kept on file, detailing the complaint or problem, and documenting the eventual resolution.

(This policy is available on the GLC website, and a paper copy can be provided by the college upon request).

**Complaints Procedure**

**Step 1 – Informal Process**

* It is hoped that the vast majority of complaints can be resolved swiftly and informally.
* Students are encouraged, in the first instance, to discuss any issues with their class teacher.
* If the student remains dissatisfied, or they feel uncomfortable to speak directly to their teacher, they should speak to a member of the Academic Management (the principal, or the welfare officer). The Academic Management will make themselves available for students whenever and wherever possible.

**Step 2 – Formal College Process**

* If the student is still unhappy following discussions with a member of the Academic Management, and they feel their complaint remains unresolved, they should:

i) Fill out a paper complaints form and submit it (or email it) to the College Director;
[Download complaints form here](https://glcollege.org.uk/wp-content/uploads/2021/07/GLC-COMPLAINT-FORM.docx) ; email to jenny@glcollege.org.uk
ii) Speak to the College Director.
* The College Director will review the complaint, and will make a decision to resolve the situation.
* The College Director’s decision is usually considered final.

**Step 3 – Formal Process Involving Senior GLC Management**

* If a student remains dissatisfied once they have completed Step 2, they may further the complaint by formally writing to:

FAO: Mr Jason Kim (Trustee)

Global London College

 36-38 New Oxford Street

 London

 WC1A 1EP

* A further review will be held among the board of trustees, and a final decision will be issues within 28 days of the formal complaint being received.

**Step 4 – Formal External Process**

* If a student is not satisfied with the internal resolution (Step 3), they may raise the complaint with the Education and Skills Funding Agency (<https://www.gov.uk/complain-further-education-apprenticeship>)

For further information or contact them at:

Complaints Team

Education and Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry, CV1 2WT

Or email: complaints.ESFA@education.gov.uk

*Please note: You must contact the ESFA within 12 months of the issue happening*

\*\*\*Policy reviewed by GLC Management Team July 2021

**STUDENT COMPLAINT FLOWCHART**

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|  **Student Encounters Issue**  |

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| **Step 1 – Informal Process** **Student Discusses Issue With Teacher****Or** **With Academic Management (Principal, Welfare Officer) If Appropriate** |

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| **Step 2 – Formal College Process****If the issue is still unresolved, student to make written complaint (by paper or email) to the College Director (jenny@glcollege.org.uk)** |

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| **Step 3 – Formal Senior GLC Management****If the issue is still unresolved, student can appeal in writing to Senior GLC Management** |

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|  **Step 4 – Formal External Process****If the student is not satisfied with the internal resolution, they may raise the complaint with the Education and Skills Funding Agency (complaints.ESFA@education.gov.uk)** |