

# Complaints Procedure

If things go wrong

**GATESHEAD  
COLLEGE**  
EDUCATION  
WITH  
EMPLOYMENT  
EDGE



Our aim is to provide a high quality service to all of our students and customers, to provide a good working environment to all employees and other workers who are not employed by the college, and to ensure commercial partners, as well as members of the public, are satisfied with their dealings with the college.

Unfortunately, things can sometimes go wrong and we need to know when you are not happy with our service, so we can make changes for the future.

We aim to:

- Deal with your complaint quickly and fairly.
- Tell you how we will deal with your complaint.
- Provide our response within our set timescales and to keep you informed if further time is required.

You can expect:

- An acknowledgement to any complaint received promptly following receipt of a written complaint, in accordance with the relevant procedure governing the complaint.
- A personal response to any formal complaint within a reasonable timescale (for more information on timescales applicable to specific procedures, please refer to the relevant procedure governing your complaint).

## **COLLEGE COMPLAINTS PROCEDURES**

The College has a range of complaints procedures in place, which it reviews on a regular basis, governing complaints in the following situations:

- [Complaints received by students or customers,](#)
- [Complaints received by former students,](#)
- [Complaints received by employees,](#)
- [Complaints received by contractors, agency staff or other third party workers,](#)
- [Complaints received by senior post holders,](#)
- [Complaints received by commercial partners,](#)
- [Complaints received by members of the public,](#)
- [Complaints specifically relating to the Corporation's performance of its functions, the exercise of its powers and breach of its duties, and Public interest disclosures.](#)

Each complaints policy sets out the various procedures that should be followed to make a complaint, as well as any opportunity for appeal in the event that you are dissatisfied with the way we have handled your complaint.



**If you require further information or wish to receive a copy of any of the complaints procedures mentioned above please email; [darren.heathcote@gateshead.ac.uk](mailto:darren.heathcote@gateshead.ac.uk)**

Please make sure you provide your name, address and telephone number so that we can respond to you.

### **COMPLAINTS RECEIVED**

We will not consider complaints which are vexatious, unreasonable or malicious in nature. Where a complaints procedure is misused in such a way, we may consider taking appropriate action against the complainant in appropriate circumstances.

We do not encourage anonymous complaints and will not normally consider complaints made anonymously, as proper investigation is often impossible in such situations. In some circumstances we may nevertheless determine that anonymous complaints warrant further investigation, Please refer to the relevant complaints procedure for further information.

### **MONITORING AND REPORTING**

We will keep a log of complaints received under the various complaints procedures to allow us to monitor and review the nature and frequency of complaints received. This log will be reviewed on an annual basis by the College Executive Team and the Board of Governors and will be stored in accordance with data protection legislation and relevant data protection principles.

The policies in place will be reviewed on an annual basis by relevant members of College staff to ensure each continues to be appropriate for the circumstances it covers. Please refer to the relevant complaints procedure for further information.

If you wish to make a complaint please email; [darren.heathcote@gateshead.ac.uk](mailto:darren.heathcote@gateshead.ac.uk) or by post:

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