

4. Procedure

4.1 Concerns procedure

| | | | | |
|--|--|--|--|--|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| Step | Action | Team/person responsible | Evidence | Timeframes |
|------|--|--|---|---|
| 3 | <p>The relevant College sta member acknowledges the complaint and contacts the registrar to have an initial discussion to:</p> <ul style="list-style-type: none"> > establish the nature of the complaint to determine if it is a concern or a complaint > explain the process for making a formal complaint with the College > confirm if the registrar wishes to proceed with making a formal complaint. | Relevant College sta member | Discussion notes | Within two (2) working days of the complaint being raised. |
| 4 | The registrar submits a formal complaint form to the College. Sufficient detail must be provided to enable the College to investigate. | Registrar | Written complaint on the College's Complaint Form | Within thirty (30) working days of the alleged incident or situation occurring. |
| 5 | Once the formal complaint has been received, the complaint is acknowledged and recorded on the College database. | Admissions and Registrar Support Team | Email acknowledgment Entry into registrar's file | Within two (2) working days of the complaint being received by the College. |
| 6 | The complaint is investigated by the College. Additional information may be sought by the College and if appropriate, a face-to-face or online/telephone meeting may be requested with the registrar. | <p>Manager Admissions and Registrar Support Team</p> <p>Head of Learning (or delegate)</p> <p>Other relevant College sta</p> | <p>Notes and minutes of meeting as appropriate</p> <p>Report of investigation</p> | Within ten (10) working days of the complaint being received by the College. |
| 7 | If the complaint concerns potential misconduct by a College sta member, the Sta Discipline Procedure will apply. | <p>Relevant College sta</p> <p>Head of Learning</p> <p>Human Resources</p> | Correspondence notes | Within ten (10) working days of the complaint being received by the College. |

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|