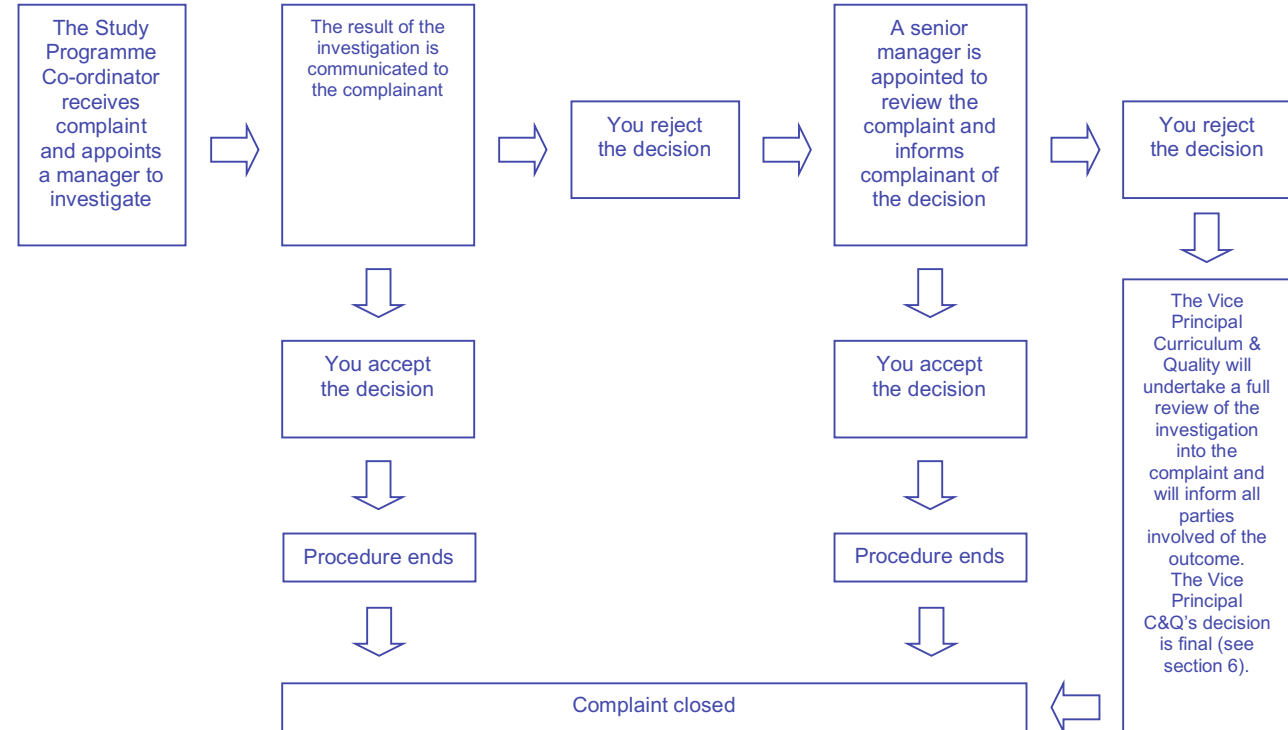


Appeal – Response from Senior Manager	
Name of Manager who investigated complaint:	
Date received:	Date reply sent:
<p>Investigating Manager, please attach your response to the form. Retain a copy and forward original to the Study Programme Co-ordinator. The Study Programme Co-ordinator will send the original to the student and retain a copy.</p>	
<p>Complainant - do you accept the findings of the above investigation?</p> <p><input type="checkbox"/> YES I accept the decision and wish to take no further action.</p> <p><input type="checkbox"/> NO I reject this decision and wish my complaint to be considered by the Vice Principal Curriculum & Quality.</p> <p>Investigating Manager If the complainant has indicated that they do not accept this decision please return the entire form to the Study Programme Co-ordinator or place in the complaints box in the Balliol Centre Reception. This form will then be passed to the Vice Principal Curriculum & Quality for further investigation.</p> <p>The decision reached by the Vice Principal will be final*.</p> <p>Copies of this decision will be sent to all parties involved in the complaint.</p>	
Signature:	Date:
<p><small>*Complaints concerning any aspect of the service provided by the College Careers Department or Student Advice Centre have a final right of appeal to the Guidance Council, 2 Crown Walk, Jewry Street, Winchester, Hampshire, SO23 8BB.</small></p>	

Reference Number: (to be filled in by College)	Date complaint received:
<input type="checkbox"/> To be dealt with via Complaints Procedure	<input type="checkbox"/> To be dealt with as an issue
<input type="checkbox"/> To be dealt with by:	
<ul style="list-style-type: none"> Before completing this form to make your complaint you may wish to talk to a member of staff to explain the nature of the complaint. This could be an Assistant Director, Personal Tutor, Subject Lecturer, the Student Counsellor, a Care Assistant or a member of the Student Advice Centre staff. If after this talk you feel that your complaint would be best dealt with through the College's official complaints procedure then this form must be completed. Post your completed form in the complaints box which is located in the Balliol Centre Reception. Your complaint will be initially dealt with by the Study Programme Co-ordinator who will decide if it is appropriate to use the College's complaints procedures or other grievance procedures. You will be kept informed of this decision. 	
<p>If it is appropriate to use the Formal Complaints Procedure, what will happen with your complaint?</p> <ul style="list-style-type: none"> All complaints are treated in the strictest of confidence. Your complaint will be collected from the locked complaints box by the Study Programme Co-ordinator who will refer it to an appropriate College Manager for investigation. You will receive a letter informing you that your complaint is being investigated and the name of the manager responsible for investigating your complaint. Within 15 working days of receiving your complaint you will be informed of the outcome of the investigation. If you disagree with this outcome you may choose to progress to the next stage of the procedure. At this stage a senior manager will be appointed to undertake a full investigation. Within 15 working days you will be advised of the result of this second investigation. Should you still not agree with the decision offered, you may proceed to the final stage of the procedure. This stage involves the Vice Principal Curriculum & Quality who will make further investigations, and within 15 working days give a final decision*, copies of which will be sent to all parties involved in the complaint. 	
<p>Summary of the Formal Complaints Procedure</p>  <pre> graph TD A[The Study Programme Co-ordinator receives complaint and appoints a manager to investigate] --> B[The result of the investigation is communicated to the complainant] B --> C[You reject the decision] B --> D[You accept the decision] C --> E[A senior manager is appointed to review the complaint and informs complainant of the decision] D --> F[Procedure ends] E --> G[You reject the decision] E --> H[You accept the decision] G --> I[The Vice Principal Curriculum & Quality will undertake a full review of the investigation into the complaint and will inform all parties involved of the outcome. The Vice Principal C&Q's decision is final (see section 6).] H --> F I --> J[Complaint closed] F --> J </pre>	

Details of Complaint

The information which you supply on this page is very important. You should try to give as much detail as possible, and you must ensure that essential information such as dates, times, location, witnesses, etc. are all included on this form. The more information you can supply the more thorough our investigation can be.

Use additional sheets of paper if necessary.

Empty box for providing details of the complaint.

Hugh Baird College is committed to ensuring equality of opportunity and celebrating diversity. We would be grateful if you could indicate in the section below the description that you feel most accurately applies to you.

Gender: Male Female Other Prefer not to answer

Age: 14-16 16-18 19+ 24+

Ethnicity:

- White**
- English/Welsh/Scottish/Northern Irish/British
 - Irish
 - Gypsy or Irish Traveller
 - Any other white background

- Asian/Asian British**
- Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background

- Mixed/Multiple Ethnic Group**
- White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other mixed/multiple ethnic background

- Black/African/Caribbean/Black British**
- African
 - Caribbean
 - Any other Black/African/Caribbean background

Other Ethnic Group

- Arab
- Any other ethnic group

Please write what 'other' background/group you are from:

.....

Name:

Address:

Postcode:

Programme/course (if applicable):

Signature: Date:

NOW POST THIS FORM INTO THE COMPLAINTS BOX SITUATED IN THE BALLIOL CENTRE RECEPTION OR POST TO THE STUDY PROGRAMME CO-ORDINATOR, HUGH BAIRD COLLEGE, BALLIOL ROAD, BOOTLE L20 7EW.

Response

Name of Manager who investigated complaint:

Date received: Date reply sent:

Investigating Manager, please attach your response to the form. Retain a copy and forward original to the Study Programme Co-ordinator. The Study Programme Co-ordinator will send the original to the student and retain a copy.

Large empty box for the manager's response.

Complainant - do you accept the findings of the above investigation?
YES I accept the decision and wish to take no further action.
NO I do not accept this decision and wish my complaint to be taken further. I state briefly the reasons below.

Brief reasons for not accepting decision:

Signature: Date:

NOW POST THIS FORM INTO THE COMPLAINTS BOX SITUATED IN THE BALLIOL CENTRE RECEPTION OR POST TO THE STUDY PROGRAMME CO-ORDINATOR, HUGH BAIRD COLLEGE, BALLIOL ROAD, BOOTLE L20 7EW.

