

COMPLAINTS AGAINST THE CORPORATION

- 1 A complaint against the Corporation, a member of the Corporation or the Clerk to the Corporation may be made by an individual, business or organisation.
- 2 All complaints against the Corporation or a member of the Corporation should be made in writing identifying the complainant and addressed to:

The Clerk to the Corporation, Prior Pursglove College, Church Walk,
Guisborough, TS14 6BU
- 3 The complainant should state clearly the nature of and grounds for the complaint and, if appropriate, provide copies of any related documentation. The complainant should also state the remedy they are seeking.
- 4 The Clerk to the Corporation will:
 - acknowledge receipt of the complaint within seven working days.
 - arrange for an investigation of the complaint to be made
 - endeavour to provide a response to the complaint within four weeks and, if this is not possible, provide the complainant with an interim statement.
- 5 The written response of the Clerk to the Corporation will include details of any arrangements for pursuing the matter with an independent body (see paragraph 10 below).
- 6 The Clerk to the Corporation will keep the Chair informed of the situation and will provide the Corporation with a written statement of the nature of the complaint and the response at the next Corporation meeting. Such a report will be circulated to members within ten working days of the response of the Clerk to the complainant so that members are aware of the situation.
- 7 When carrying out an investigation on a complaint against the Corporation or an individual member of the Corporation, the investigator will have the authority to refer issues to the Corporation's auditors (external and/or internal) or other appropriate advisors.
- 8 A complaint against the Clerk to the Corporation should be forwarded to the Chair of the Corporation for investigation and response. Letters for the attention of the Chair of the Corporation should be addressed to:

The Chair of the Corporation, Prior Pursglove College, Church Walk,
Guisborough, TS14 6BU
- 9 The approach to be adopted by the Chair of the Corporation in investigating and responding to a complaint will be the same as that outlined above with regard to complaints against the Corporation and individual members of the Corporation.

- 10 If a complainant is not satisfied with the outcome of their complaint, they may wish to write to the Education Funding Agency at Moongate House, 5th Avenue Business Park, Team Valley, Gateshead, NE11 0HF.

The EFA is there to ensure that the College's procedures are working effectively. The EFA will review the processes that the College has gone through when dealing with any complaint and the decisions that have been made. The EFA will not investigate a complaint on an individual's behalf or substitute its own judgement for that of the College, but it will seek to ensure that any complaint is dealt with properly. If a complaint received is justified the EFA may make recommendations to the College to prevent the situation happening again. These recommendations will be followed up by the EFA during provider visits.

Date of Last Approval/Revision	April 2015
Review interval (years)	3 years
Responsible Officer	Clerk to the Corporation
Approval/review body	Search and Governance Committee to Corporation for final approval
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