



COMPLAINTS POLICY

Part A: RQF Level 3 and below courses: applies to Pre A Level, GCSE, UFP, A Levels, Extended Diploma courses and Level 3 Foundation in Art and Design, and any other courses below RQF level 4

Part B: RQF Level 4 and above courses (HE): applies to Level 4 Foundation in Art and Design, Drama Foundation, Music Foundation, Degree courses, Graduate Diploma and Masters courses and any other courses at RQF level 4 and above

Date of Policy	September 2023
Approved by Principal/Rector	September 2023
Next Review Date	September 2024
Lead for Review	SLT (CATS) and SMT (CSVPA)

Stage 1 - Informal Resolution

Complaints raised about the Principal/Rector

Stage 3 – Appeals Procedure and Panel Hearing

-
-
-
-



-
-
-
-

-
-
-
-

The Panel Hearing

Confidentiality and Records

4. STAGE THREE: REVIEW OF OUTCOME
