



# Complaints Policy and Procedure

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## Contents

Policy Statement .....	2
Application and Scope .....	2
Resolving a Complaint – Learners .....	2
The Formal Procedures .....	2
Informal Complaints .....	2
Formal Complaints .....	3
Appeals .....	3
Address for Correspondence: .....	4
Data Protection .....	<b>Error! Bookmark not defined.</b>
Quality assurance of the <<Name>> policy .....	4
Documents associated with this procedure .....	4

## Policy Statement

As a result of various activities, Tower College of Further and Higher Education (TCFHE) is involved with, learners, customers, clients, and organisations who send compliments about the service provided. These are deemed as an expression of satisfaction and are logged formally and reported annually.

As a result of the various activities of the College, the number of learners, customers, clients involved and the large number of businesses and organisations with which the College works, complaints do, from time to time, arise.

In this context complaints are deemed to involve an expression of dissatisfaction, grievance or fault finding about the College.

All issues are logged, whether dealt with as a formal or informal complaint, to ensure fairness and to mitigate any further complaint.

## Application and Scope

The College will thoroughly investigate any complaint, whether informal or formal, relating to the day-to-day operation of the College and the standards of service we provide

Areas excluded from the policy are:

- Curriculum content or examination results where other forms of redress are more appropriate such as the examining body or the Qualifications and Curriculum Authority and in these cases, complainants should be referred to the appropriate body.
- Employment issues which are covered by staff grievances.
- Any matter that is the subject of legal action.
- Any complaint which is deemed to be vexatious or malicious following investigation.

## Resolving a Complaint – Learners

Learners must endeavor to resolve a complaint informally before commencing with the Formal Complaints Procedure. This initial informal stage should normally involve a discussion directly with the relevant member(s) of staff or with the tutor/assessor.

The learner complainant should attempt to resolve the matter informally as soon as possible and no later than fifteen working days after the event or problem has occurred.

Where no informal resolution can be achieved within fifteen working days of the initial complaint being raised, the learner complainant may choose to progress their complaint by using the Formal Complaints Procedure.

## The Formal Procedures

There are three main areas of the Complaints Policy and Procedures; informal complaints, formal complaints and appeals:

### Informal Complaints

There can be instances when a complainant may wish to remain anonymous or request that the issue be dealt with informally. Such individuals should be directed to the person who is directly concerned or best suited to resolve that issue. The details can be emailed to the relevant person if preferred. For learners, this is likely to be the Tutor/assessor. In circumstances where these individuals are the source of the complaint then the centre should be contacted.

Responsibility for the prompt follow up of informal complaints will lie with the relevant manager.

The manager should endeavour to resolve the complaint but should refer it if it is evident that a resolution is not likely to be met. This should be done to prevent it becoming a more serious matter.

### Formal Complaints

Formal complaints should be submitted in writing and addressed to the Complaints Administrator or by email and sent to: Olanrewaju Sharafa [patrick@towercollegelondon.co.uk](mailto:patrick@towercollegelondon.co.uk)

Any other member of staff receiving a formal letter of complaint must also forward a copy of the complaint without delay.

A written acknowledgement will be sent by Olanrewaju Sharafa [patrick@towercollegelondon.co.uk](mailto:patrick@towercollegelondon.co.uk) within three working days and the details logged on the Complaints Log for checking and reporting purposes. All correspondence will be filed securely.

Any letter submitted should clearly set out the circumstances of the complaint, any individuals or witnesses involved, and any relevant dates or times.

Where possible, and to provide the greatest opportunity for the complaint to be actioned, complaints should be submitted in a timely fashion in order to facilitate a resolution.

Complaints will be investigated fairly and quickly and a copy will be sent to the Chief Executive and Director of Studies Theresa Mgbeobuna, with the intention of satisfactorily resolving the matter, identifying the causes and symptoms and upholding or rejecting the complaint for the benefit of all involved.

A considered College view on the complaint will be made by relevant member(s) of the Senior Management Team. They will ensure that a detailed response with evidence is sent to the complainant within the prescribed timescale of 15 working days where appropriate.

### Appeals

If the complainant remains dissatisfied or aggrieved or in disagreement with the decision made or reasons given, they may appeal against the decision. A complainant has ten working days in which to submit an appeal. The reason for the appeal should be clearly stated in writing and addressed to Chief Executive and Director of Studies Theresa Mgbeobuna at Tower College of Further Higher Education, 473 New Cross Rd, London SE14

A written acknowledgement will be sent by the Centre within three working days of receipt.

The Appeal Panel will consist of at least two members of staff who were not involved in dealing with the original complaint. They will consider all the documentation available relating to the issues raised. The Appeal Panel will respond within fifteen working days from the date of the receipt of the appeal. If the review of the complaint is going to take more than fifteen working days, the Office manager will send a further holding letter. The decision at the end of this stage is final and will be communicated in writing.

If the College cannot settle the complaint to the satisfaction of the person involved, then a complaint may be referred to:

[The Education Skills Funding Agency](#) if the complaint relates to Further Education:

[complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk) Complaints team, Customer Service Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT.

Patrick Tambala will produce a report for the Senior Management Team at the end of each academic year giving a summary of any complaints. Any structural or strategic issues raised by this report will be discussed and, if necessary, incorporated in the appropriate/relevant College's Quality Improvement Action Plan.

### Address for Correspondence:

#### Office Manager

Tower College of Further and Higher Education  
473 New Cross Road  
London  
SE14 6TA

## Governance

Complaints form an agenda item at Quality Committee

## Data Protection

When the College receives a complaint from a person a file is created containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

The College will only use the personal information collected to process the complaint and to check on the level of service we provide.

The College will keep personal information. This means that information relating to a complaint will be retained for five years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to the College, we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

## Quality assurance of the complaints policy and procedure

Quality assurance activity will take place at least annually to ensure the Complaints activity is effective.

## Documents associated with this procedure

Name	Stored
Complaints log	Latest version is uploaded to Mesma/Store/complaints folder