

# Inspire London College



## Complaints Policy and Procedure

Complaints Policy and Procedure	Last Review:	September 2025
	Amended Date:	N/A
	Next planned review in 12 months, or sooner as required	

# **Complaints Policy and Procedure**

## **1. Introduction**

Inspire London College is committed to providing a high-quality learning environment where learners and stakeholders feel valued and respected. The College acknowledges that there may be occasions where individuals have concerns regarding academic services, assessments, administrative processes, or the conduct of staff members. This policy establishes clear procedures for lodging complaints and ensures that they are resolved effectively, with a focus on continuous improvement.

## **2. Scope**

This policy applies to all learners, staff members, and stakeholders of Inspire London College. It provides a structured and transparent process for addressing complaints related to academic matters, administrative services, learner support, staff conduct, and other concerns. The policy ensures that all complaints are handled fairly, impartially, and in a timely manner while maintaining compliance with awarding body regulations and legal requirements.

## **3. Principles of the Complaints Process**

The College ensures that all complaints are handled fairly, objectively, and without discrimination. Every individual has the right to express concerns without fear of retribution, and confidentiality is maintained throughout the complaints process. Complaints must be submitted in good faith and should be based on factual information. Anonymous complaints will only be considered in exceptional circumstances where there is sufficient evidence to investigate the matter. The College is committed to resolving complaints at the earliest possible stage to minimize disruptions and dissatisfaction.

## **4. Complaints Procedure**

### **4.1 Informal Resolution**

In the first instance, individuals are encouraged to resolve concerns informally by discussing the matter with the relevant staff member or department. Many issues can be resolved quickly through open communication without the need for a formal complaint. Learners may raise academic concerns with their tutor or course leader, while administrative concerns should be addressed to the relevant support team. If the issue is resolved satisfactorily at this stage, no further action is required.

### **4.2 Formal Complaint Submission**

If an individual is not satisfied with the outcome of the informal resolution, they may submit a formal complaint. A written complaint must be sent to the College's complaints team,

clearly outlining the nature of the complaint, the parties involved, and any relevant supporting evidence. Complaints should be submitted within a reasonable timeframe, typically within four weeks of the incident occurring. Complaints submitted beyond this period may not be considered unless there are valid reasons for the delay.

Once a formal complaint is received, it is acknowledged within five working days. The complaints team will review the submission to ensure it falls within the scope of the policy and will assign it to the appropriate investigating officer.

#### **4.3 Investigation and Resolution**

The investigation process begins with gathering relevant information, including reviewing documents, interviewing involved parties, and assessing any supporting evidence. The investigating officer will ensure that all parties are given the opportunity to present their perspectives. The College aims to complete investigations within four weeks of receiving the complaint. If additional time is required due to the complexity of the case, the complainant will be informed of the revised timeline.

Once the investigation is completed, a formal response is provided to the complainant, outlining the findings and any actions to be taken. If the complaint is upheld, appropriate corrective measures will be implemented, which may include procedural changes, staff training, or other remedial actions. If the complaint is not upheld, a clear explanation will be provided, along with any alternative solutions where applicable.

#### **4.4 Appeals Process**

If the complainant is dissatisfied with the outcome of the investigation, they may appeal the decision within two weeks of receiving the formal response. The appeal must be submitted in writing, stating the reasons for the appeal and providing any additional evidence if available. Appeals are reviewed by a senior College officer who was not involved in the original investigation. The decision of the appeal review will be communicated within four weeks and will be considered final.

### **5. External Escalation**

If the complainant remains dissatisfied after exhausting the internal complaints process, they may escalate the matter to the relevant awarding body or external regulatory authority, where applicable. The College will provide guidance on the appropriate external bodies to contact, ensuring that learners and stakeholders are aware of their rights to seek further resolution.

### **6. Data Protection and Confidentiality**

All complaints and related documentation are handled in compliance with UK GDPR and the Data Protection Act 2018. Information is only shared with individuals directly involved in the investigation, and all records are securely stored. The identity of the complainant is protected

to the extent possible while ensuring a fair investigation process.