

Board Complaints

Valid from (academic year)	2021/2022
Next review (academic year)	2023/2024 Policies remain valid until revoked or reviewed.
Policy Owner	<i>Director of Governance</i>
Committee approval	
Policy & EIA Approval date	
Board of governors' committee	<i>Governance</i>
Approval date	October 2021
Board approval necessary	<i>Yes</i>
Date of Board approval	December 2021
Summary of Changes	New policy



BOARD COMPLAINTS POLICY FOR THE BOARD OF STANMORE COLLEGE

This policy covers complaints made to the Board of Stanmore College regarding its Board members, decisions, or actions.

Concerns can be raised up to three months after the date of the incident causing concern.

This policy does not cover students, staff or College complaints which should follow the College complaints procedure.

1. Aims

To ensure complaints against the Board of Stanmore College are treated fairly and are responded to in a timely manner.

2. Stage 1 Informal Resolution

Any concern relating to a Board member of Stanmore College, a resolution made by the Board or an action as a result of a Board decision should be addressed in the first instance to: **The Director of Governance, Robert Heal, r.heal@stanmore.ac.uk**

The Director of Governance will acknowledge your complaint within 3 working days and highlight the steps that will be taken to achieve a positive resolution. This will include reference to the Board members involved.

The Director of Governance will seek to provide you with a resolution within 10 working days of the complaint being received. This process allows the complaint to be considered initially on an informal basis.

If you are not satisfied with the response in Stage 1, you may escalate the complaint to Stage 2.

3. Stage 2 Formal resolution

If you are not satisfied with the outcome of your complaint in Stage 1 and wish to take the matter further, you should write to the Director of Governance requesting this is reviewed by the Governance Committee within 4 weeks of receipt of the informal resolution:

Mr R Heal
Director of Governance
Stanmore College
Elm Park
Stanmore
HA7 4BQ

The Director of Governance will acknowledge your complaint within a further 5 working days and the Chair of Governors on behalf of the Committee will provide a response within 15 working days of receipt.

The Governance Committee will meet to discuss the complaint and reach a decision. This decision will be communicated formally by the Chair of Governors on behalf of the committee.

The committee's decision is final and there is no further appeal

4. Complaints about the Chair of Governors

These will be treated as a conflict of interest on the part of the Chair of Governors and managed according to the Conflict of Interest policy.

5. Confidentiality & Records

All complaints are treated confidentially. Correspondence and records are kept according to the College GDPR policy.

Prepared by The Director of Governance September 2021

Approved by the Board Date: December 2021

This Policy will be reviewed not less than three years from the date of its approval by the Board.

To be reviewed: + 3 Years