

Board Complaints Policy

Valid from	July 2026
Next Review	July 2029
Policy Owner	Director of Governance
SLT Approval Date	N/A
Committee Approval (if required)	Governance, Search & Remuneration Committee 28/04/26
Board Approval (if required)	07/07/26
Version History	V1 New Policy

- 1.1 A complaint against the Corporation, a Board Member (including the Principal where the complaint relates to their role as a Board Member), or the Director of Governance may be made by an individual or organisation in relation to their dealings with the College.
- 1.2 This policy applies only to complaints relating to the governance functions of the Corporation, individual Board Members or the Director of Governance. It does not apply to operational complaints, staff grievances, whistleblowing concerns, safeguarding matters or complaints about College services, which will be managed under the relevant College policies and procedures.
- 1.3 Complaints must relate to:
 - 1.3.1 the performance by the Corporation, a Board Member or the Director of Governance in relation to the functions respectively allocated to them under the Instrument and Articles of Government of the College; and/or
 - 1.3.2 the exercise by the Corporation of its powers; and/or
 - 1.33 any alleged breach or non-observance of the duties of the Corporation, individual Board Members or the Director of Governance under the Instrument and Articles of Government, the Code of Conduct for Board Members, or relevant funding or accountability requirements.
- 2.1 All complaints must be made in writing and addressed to the Director of Governance. Where the complaint relates to the Director of Governance, it should be addressed to the Chair of the Corporation.
- 2.2 Complaints should normally be submitted within three months of the matter arising. Complaints received outside this timeframe will only be considered where there are exceptional circumstances.
- 3.1 The complainant must clearly state the nature and grounds of the complaint and, where appropriate, provide copies of any supporting documentation. The complainant should also state the remedy they are seeking.
- 3.2 It is not possible for a complainant to seek the disciplining of a member of staff or the removal of a Board Member or the Director of Governance, as these are matters for the Principal and the Corporation respectively in accordance with the Instrument and Articles of Government.

4. The Director of Governance or Chair of the Corporation will:
 - 4.1 acknowledge receipt of the complaint within 7 working days; and
 - 4.2 refer the complaint for investigation to one or more of the following, provided they have had no prior involvement in the matter:
 - the Audit Committee;
 - one or more Board Members;
 - an appropriately experienced external individual.
5. The person(s) appointed to investigate shall:
 - 5.1 consider the complaint and, where necessary, interview the complainant and those subject to the complaint;
 - 5.2 seek advice from internal or external advisers, including the Corporation's internal or external auditors or other independent advisers where appropriate; and
 - 5.3 produce a written report of their findings in relation to the complaint and provide this to the Corporation and, where appropriate, to both the complainant and those subject to the complaint as soon as possible.
- 6.1 The Corporation shall, at its next scheduled meeting following receipt of the findings, consider the report and determine whether the complaint is substantiated in whole or in part and what, if any, remedy or action should be taken.
- 6.2 Any governor who is the subject of the complaint shall withdraw and take no part in the consideration of the matter.
- 7.1 The Director of Governance or Chair of the Corporation shall, within 7 working days of the Corporation's decision, provide a written response to both the complainant and those subject to the complaint confirming the decision of the Corporation in relation to the complaint and the reasons for that decision.
- 7.2 The decision of the Corporation is final and there is no further internal right of appeal.
- 7.3 Where appropriate, the response may also provide details of any relevant external body (for example the Department for Education) should the complainant remain dissatisfied.
8. The Director of Governance will maintain a record of complaints received. This policy will be reviewed every three years. An Equality Impact Assessment has been completed and reasonable adjustments will be made where required.