

Appeals & Complaints Policy

Policy Review Committee

Chairman **Mike Burrows**

Secretary **Tracey Crutchley**

Section 1 – Introduction

This policy addresses the situation where Windmill Hill Community Forum personnel may wish to make an appeal against a ruling or decision, or make a complaint about any aspect of their working conditions.

It also addresses the situation where students attending the Telematics Centre may have cause to appeal a ruling or decision, or to lodge a complaint.

Access

Forum personnel and students are made aware of the existence of this policy and have open access to it:

- On paper in a folder in the Telematics Centre
- Electronically on the Forum website at www.whcf.org.uk/policies

All tutors teaching at the Windmill Hill Telematics Centre are made aware of the contents and purpose of this policy so that they may brief their students.

This policy is reviewed annually and may be revised in response to feedback from students, tutors, and external organisations.

Section 2 – Policy Statement

All Forum employees and volunteers or students taking a course at the Windmill Hill Telematics Centre have the right to make an appeal or complaint about any aspect of their employment or learning experience.

The Trustees, Managers or Tutors of the Forum or Telematics Centre, will not discriminate against any employee, volunteer or student who chooses to appeal a decision, or make a formal complaint.

If any employee, volunteer or student wishes to appeal a decision or make a complaint they should follow the procedure set out in Section 3 of this document.

Section 3 – Procedure

Employee or Volunteer

An employee or volunteer wishing to appeal a decision or to make a formal complaint should:

1. If possible, speak to any Manager or Trustee of the Forum in the first instance about the reason why they wish to appeal or complain. It may be possible, through informal discussion, to resolve the situation.
2. Write down a description of their appeal or complaint, including as much information as possible. The student should sign and date the document, address it to “The Chairman, Windmill Hill Community Forum Ltd and deliver it to the Forum office.
3. Within 5 working days the employee or volunteer will receive an acknowledgement that their complaint has been received.
4. The Trustee Management team will meet to consider the appeal or complaint. They will investigate to see if there is any root cause to the complaint which may recur and decide if any action is required. They may also choose to invite the employee or volunteer and their representatives to address them in person.
5. The employee or volunteer will receive written notification of the outcome of their appeal or complaint within 20 working days of the date of their appeal or complaint.
6. If the employee or volunteer is not satisfied with the outcome, they should write to “The Chairman, Windmill Hill Community Forum” asking him to re-consider their case and asking for a final decision.

Telematics Student

A student wishing to appeal a decision or to make a formal complaint should:

7. If possible, speak to any member of the Telematics Tutor Team in the first instance about the reason why they wish to appeal or complain. It may be possible, through informal discussion, to resolve the situation.
8. Write down a description of their appeal or complaint, including as much information as possible. The student should sign and date the document, address it to “The Telematics Tutor Team, Windmill Hill Telematics Centre” and deliver it to the Telematics Centre office.
9. Within 5 working days the student will receive an acknowledgement that their complaint has been received.

10. The Telematics Tutor Team will meet to consider the appeal or complaint. They will decide if any action is required. They may choose to invite the student to address them in person, and will investigate if there is a root cause to the problem that may recur.
11. The student will receive written notification of the outcome of their appeal or complaint within 20 working days of the date of their appeal or complaint.
12. If the student is not satisfied with the outcome then they should write to “The Chairman, Windmill Hill Community Forum” asking him to re-consider their case and asking for a final decision.
13. Finally, if any student is dissatisfied with the outcome or their appeal about an OCN course assessment, they may appeal in writing to the Quality Reviewer, Open College Network NW, PO Box 58, Speke, Liverpool L24 8WW.

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Revised by Mike Burrows

1 September 2009