



COMPLAINTS AGAINST THE BOARD OF GOVERNORS

Policy description:

Craven College values the views of all its customers and aims to manage complaints in a way that is sensitive to the needs of both individuals and groups. This policy sets out how the College will provide a courteous, professional and efficient service to students, clients and other individuals and organisations with whom it works including those occasions when something goes wrong. It is anticipated that most complaints will be dealt with through informal channels but if a customer feels that it is necessary to pursue a complaint formally, they can be assured that it will be treated seriously and that the College will deal with any complaint promptly and fairly.

Links to other policies:

- [Complaints Policy](#)

1.0 INTRODUCTION

- 1.1 This procedure may be used to address any complaint the College should receive against the Board of Governors, an individual member of the Board, co-opted member of a Board Committee or the Director of Governance.
- 1.2 A separate College Complaints Policy exists for complaints about the standard of service received from a teaching or support department in the College or about actions, or lack of actions, taken by the College or its staff. Complaints made under the Policy on Complaints against Governors but which are covered by the College complaints policy, will be referred to the Head of Quality to deal with.
- 1.3 An individual, business or an organisation may make a complaint.

2.0 MAKING A COMPLAINT AGAINST THE BOARD OF GOVERNORS OR A MEMBER OF THE BOARD

- 2.1 A complaint against the Board of Governors, an individual member of the Board or a Committee co-optee should preferably be made in writing and addressed to:

Director of Governance
Craven College
Aireville Campus
Gargrave Road
Skipton
BD23 1US
jmatthews@craven-college.ac.uk

- 2.2 The complaint should state clearly the nature of the complaint and, if appropriate, be accompanied by any related documentation. The complainant should also state the remedy they are seeking.

3.0 ACTIONS TO ADDRESS THE COMPLAINT

- 3.1 Where the complaint is against the Board of Governors or an individual member of the Board, or Committee co-optee, the Director of Governance shall take the following action upon receipt of a complaint:
 - i. acknowledge receipt of the complaint without delay and normally within 5 working days;
 - ii. investigate the complaint, in conjunction with the Chair of the Board or the Vice-Chair of the Board (where the complaint relates to the Chair of the Board), provided that they are not involved in the matter to be investigated;
 - iii. endeavour to provide a response to the complaint within four working weeks and, if this is not possible, provide the complainant with an interim statement.
- 3.2 If necessary, to determine the facts, the complainant and those who are the subject of the complaint may be interviewed by those investigating the complaint. All interviewees are entitled to be accompanied by a neutral friend or work colleague. A Governor who is the subject of a complaint may be supported by another Governor.
- 3.3 When carrying out an investigation into a complaint against the Board, an individual member of the Board or a Committee co-optee, the Director of Governance will have the authority to refer issues to the Chair of the Audit Committee, the Board's auditors or other appropriate advisers.

- 3.4 The Director of Governance will keep the Chair informed of the situation (or Vice-Chair if the complaint is against the Chair) and upon completion of investigations will provide a written report on the findings to both the complainant and the Board of Governors.
- 3.5 The Board of Governors will consider the findings of the investigation at the first scheduled Board meeting after the final report has been received. The Board will decide whether the complaint has been wholly or partly substantiated and, if so, what (if any) remedy should be granted to the complainant. Where the complaint relates to one or more specified Board Members, Committee co-optee or the Director of Governance, they shall withdraw from the meeting and take no part in the discussion about the investigation.
- 3.6 The Director of Governance (or the Chair of the Board of Governors if the complaint is about the Director of Governance) shall provide a written response to the complainant and to those who are the subject of the complaint confirming the Board's decision, and the reasons for its decision, within 7 working days of the date of the meeting at which the findings were discussed. The response shall also confirm what, if any, action is to be taken.
- 3.7 The written response of the Director of Governance (or Chair of the Board if the complaint is about the Director of Governance) will include details of any arrangements for pursuing the matter with an independent body (see point 5.0 below).

4.0 MAKING A COMPLAINT AGAINST THE DIRECTOR OF GOVERNANCE

- 4.1 A complaint against the Director of Governance shall be forwarded to the Chair of the Board of Governors for investigation and response.
- 4.2 Letters for the attention of the Chair of the Board should be addressed to:

The Chair of the Board of Governors
Craven College
Aireville Campus
Gargrave Road
Skipton
BD23 1US

- 4.3 The approach to be adopted by the Chair of the Board in investigating and responding to a complaint will be the same as that outlined above with regard to complaints against the Board of Governors and individual members of the Board.

5.0 ANONYMOUS COMPLAINTS

- 5.1 Anonymous complaints will be investigated but if the Board is not provided with the complainant's contact details it will not be able to request additional information or provide feedback on the outcome.

6.0 RIGHT OF APPEAL

- 6.1 If a complainant feels the matter has not been resolved once this procedure has been exhausted, they may make a complaint to the Skills Funding Agency. It should be noted that the Skills Funding Agency will not investigate the original complaint but will look at whether the complaint has been appropriately handled. Complaints to the Skills Funding Agency must be made within three months of receipt of the final decision from the College.