

## Feedback and Complaints Policy

### 1. Introduction

- 1.1. Our aim at Chichester College Group (CCG) is to provide you with an outstanding service and we welcome feedback from students, parents, guardians, employers and members of the public about the services we provide as a College Group.
- 1.2. Most people who come to our colleges enjoy college life and do not experience any problems. However, we recognise that sometimes things can go wrong, and when it does, we would like to know about how we can put it right.

### 2. Scope of this Policy and Procedure

- 2.1. This policy and procedure applies to all customers of the Chichester College Group.

### 3. Feedback

- 3.1. If you wish to make a comment of a general nature, whether it is a compliment or complaint and wish to remain anonymous, or do not necessarily wish to have an individual response, then please obtain a Comments Form from Reception and place it in the Comments Box. This box is emptied twice a week; the results summarised and submitted to the College Quality Office.
- 3.2. Where appropriate you are also encouraged to air your compliments or concerns by:
  - Speaking to a member of staff
  - Speaking to a member of the Student Executive Team
- 3.3. At our Chichester and Brinsbury campuses written complaints may be made using a College feedback form addressed to the Quality Analyst, Chichester College, Westgate Fields, Chichester, West Sussex PO19 1SB. Alternatively, Feedback and Complaints can be submitted electronically via the College website ([www.chichester.ac.uk](http://www.chichester.ac.uk)) under the 'contact us' tab or emailed to [webmaster@chichester.ac.uk](mailto:webmaster@chichester.ac.uk)
- 3.4. At our Crawley campus written complaints can be made by email to the Quality Analyst at [complaintsandcompliments@crawley.ac.uk](mailto:complaintsandcompliments@crawley.ac.uk) or in writing addressed to the Quality Analyst, Crawley College, College Road, Crawley, RH10 1NR. Alternatively, Feedback and Complaints can be submitted electronically via the

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College website ([www.crawley.ac.uk](http://www.crawley.ac.uk)) under the 'Contact Us' tab. Once navigated to the 'Contact Us' page, complete the 'Get In Touch' form.

- 3.5. At our Worthing campus, written complaints can be made by email to the Quality Analyst at [complaintsandcompliments@worthing.ac.uk](mailto:complaintsandcompliments@worthing.ac.uk) or in writing addressed to the Quality Analyst, Worthing College, 1 Sanditon Way, Worthing, West Sussex, BN14 9FD. Alternatively, Feedback and Complaints can be submitted electronically via the College website ([www.worthing.ac.uk](http://www.worthing.ac.uk)) under the 'contact us' tab.
  
- 3.6. At our Haywards Heath campus, written complaints can be made by email to the Quality Analyst at [complaintsandcompliments@haywardsheath.ac.uk](mailto:complaintsandcompliments@haywardsheath.ac.uk) or in writing addressed to the Quality Analyst, Haywards Heath College, RH16 1LT. Alternatively, Feedback and Complaints can be submitted electronically via the College website ([www.haywardsheath.ac.uk](http://www.haywardsheath.ac.uk)) under the 'contact us' tab.

#### 4. Accommodation Complaints Procedure

If a student, parent or member of the public wishes to make a complaint please write to the Group International Accommodation Manager at Chichester College. This complaint can be handed in to the appropriate Supervisor at the Halls of Residence, to the Accommodation staff in the Accommodation / International Office or sent by post or email. The email address is [accommodation@chichester.ac.uk](mailto:accommodation@chichester.ac.uk).

Following an investigation, a full response will be sent to the originator of the complaint. Written complaints to the Accommodation Office will be replied to in writing within seven working days in line with the College Feedback and Complaints procedure. This can be found on the College website and on Chi-online. A hard copy is available upon request.

If you are not satisfied with the response you receive, the complaint will be sent to the Quality Improvement Co-ordinator who will follow the College procedure to escalate it to the relevant member of the Senior Management Team.

Chichester College is committed to ensuring that complaints are dealt with effectively, reasonably and in a manner sensitive to all involved.

Chichester College is a member of the National Code of Standards for Larger Developments; if a member of the public or a student is not satisfied with the response from our internal policies they can contact the Code of Standards directly (for students in the over 18 accommodation) through their website.

[www.anuk.org.uk](http://www.anuk.org.uk) / Larger Student Developments

If a member of the public or a student at the college is not satisfied with the response from our internal policies they can contact Ofsted directly for any issues on under 18 year old students at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Chichester College is a member of English UK, the world's leading language teaching association and your guarantee of high quality and good service. Students can appeal to English UK if they are dissatisfied with the way Chichester College deals with a complaint.

Contact English UK by emailing [complaints@englishuk.com](mailto:complaints@englishuk.com)  
or by post to English UK, 47 Brunswick Court, Tanner Street, London, SE1 3LH

If a written complaint comes into a specific member of staff, then if appropriate this member of staff will reply in full. All complaints are annually fed into the main College Quality system.

## 5. First Steps Childcare & Children First and Forest School (Worthing College) Complaints Procedure

- 5.1. If a parent, student or member of the public wishes to make a complaint, please write to the First Steps Senior Childcare Manager/Manager at Children First and Forest School Manager at Worthing College. This complaint can be handed in to the appropriate Nursery Manager or sent by post or e-mail. The e-mail address is [firststepshub@chichester.ac.uk](mailto:firststepshub@chichester.ac.uk)

Following an investigation, a full response will be sent to the originator of the complaint. Written complaints to First Steps Childcare and Children First and Forest School at Worthing College will be replied to in writing within 7 working days in line with the College Group Feedback and Complaints procedure. This can be found on the Chichester College Group website. A hard copy is available on request.

If you are not satisfied with the response you receive, the complaint will be sent to the Quality Analyst who will follow the College Group procedure to escalate it to the relevant member of the Senior Management Team. Chichester College Group are committed to ensuring all complaints are dealt with effectively, reasonably and in a manner sensitive to all involved.

If a member of the public is not satisfied with the response from our internal policies they can contact Ofsted directly, [www.ofsted.gov.uk](http://www.ofsted.gov.uk) .

## 6. Chichester Language School Complaints Procedure

We always welcome feedback, good or bad, on our website

<https://www.ccgstudyabroad.com/international-student-feedback>.



If you have a complaint:

1. Talk to your tutor, your first teacher in the morning. If you are not happy to talk to them or are not happy with their response, talk to the Director of Studies in C229.
2. If your issue is not resolved, email [BannisterS@chichester.ac.uk](mailto:BannisterS@chichester.ac.uk) and your complaint will be investigated. Following the investigation, a full response will be sent to the originator of the complaint. Written complaints to this email address will be replied to in writing within seven working days in line with the College Feedback and Complaints procedure. This can be found on the College website and on Chi-online. A hard copy is available upon request.
3. If you are not satisfied with the response you receive, the complaint will be sent to the Quality Manager who will follow the College procedure to escalate it to the relevant member of the Senior Management Team.
4. If you are still unhappy, contact English UK for help.

If you are not happy with the response from the college, you can contact English UK. They will look at your complaint and speak to the College to try and reach a solution. Please send an email in English to [complaints@englishuk.com](mailto:complaints@englishuk.com).

You must include your full name, details of your problem and evidence of your course enrolment and payment. Please attach any emails between you and Chichester College about the complaint.

English UK usually reach a solution by speaking to you and your centre. Sometimes, they send complaints to an independent person (the Ombudsman) who decides what to do.

### Who can complain to English UK?

You can complain to English UK if you are studying an English language course at a centre that is a member of English UK, which Chichester College is.

They can only help if you have already complained directly to your language centre using their internal complaints process.

## 7. Cross College Policy

- 7.1. The College Group annually reviews and analyses the number and nature of all official complaints. The monitoring and review of complaints contributes to our self- assessment process, which leads to on-going improvements.

## 8. Complaints

- 8.1. **Definition:** The College Group defines a formal complaint as any expression of dissatisfaction received in writing (including social media), requiring a formal written response.
- 8.2. **Purpose:** The formal Complaints Procedure is intended to ensure all complaints are handled in a consistent, fair and non-discriminatory way and resolved with a satisfactory and just outcome.
- 8.3. **Scope:** The Complaints Procedure provides the framework for anyone who has experienced dissatisfaction with College Group services to raise their concerns. This includes complaints from students, parents, guardians, carers, customers, support workers, employers, contractors, local residents, visitors or consumers of products.

## 9. Responsibility

- 9.1. Chichester College Group welcomes issues being brought to its attention as a mechanism for improving its quality and services.
- 9.2. Chichester College Group will acknowledge the formal complaint within 5 working days. If the Quality Analyst is unavailable to deal with your request, duties will be carried out by the PA to the Executive Principal.
- 9.3. Chichester College Group will ensure that complaints are dealt with effectively, reasonably and in a manner sensitive to all involved.
- 9.4. Chichester College Group will support an individual in making a complaint if necessary. This could be in the form of a scribe or simply providing a safe environment in which a complaint can be composed.
- 9.5. Chichester College Group will keep an accurate record of complaints received to ensure that the analysis of complaints helps to continuously improve the

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Group's services to students, staff, employers and the public.

- 9.6. Chichester College Group will take action where appropriate.
- 9.7. The Governing Body at Chichester College Group is responsible for ensuring that the complaints policy and procedure is operating effectively and may become directly involved if a complaint is against the Chief Executive Officer, Executive Principal or Principal or members of the Governing Body.
- 9.8. Complaints in relation to Higher Education will be managed in accordance with the [Higher Education Complaints Policy 2020-22](#).

## 10. Confidentiality

- 10.1. Every attempt will be made to ensure that the confidentiality of a complainant and the contents of their complaint will be protected. However, where a complaint is of a personal nature against an individual, it is likely that the complainant's identity will be revealed at some stage in all but the most exceptional cases, so there can be a fair investigation.

## 11. Data Protection

- 11.1. All complaints will be kept and stored according to the relevant data protection legislation. If you have concerns about how your personal data is used or stored, or you wish to exercise your rights under the Data Protection Act 2018, please write to the General Data Protection Regulation Team, Chichester College, Westgate Fields, Chichester, West Sussex, PO19 1SB.

## 12. Safeguarding

- 12.1. If the College Group receives information that a student is, or has been, put at risk of harm, the matter will be addressed by the Designated Safeguarding Officer.
- 12.2. If the complaint is made against a member of staff, the complaint will be forwarded to Human Resources and the Designated Safeguarding Officer to determine whether the complaint contains; any safeguarding concerns, is in need of impartial investigation and who will take responsibility for leading the response/action to the investigation. Once this decision is made, it will then be forwarded to the appropriate College manager for investigation. If the interview requires the investigating manager to interview students under the age of 18 or vulnerable adults under the age of 25, parents will be contacted to get consent to conduct the interview. Involving and sharing data with parents for interviews is done on the lawful basis of legitimate interests.
- 12.3. After a full discussion with the young person or Adult at Risk involved, the information may have to be shared with the relevant statutory agency (LADO) in accordance with the Safeguarding and Students at Risk Procedures. If the complaint is sent to the LADO, it will be rated against their threshold. If the LADO wish to investigate the complaint, they will lead the investigation or present a detailed course of action. If the complaint does not meet their threshold, the response and action to the complaint will be led by the Designated Safeguarding Officer in conjunction with the Human Resources team.
- 12.4. If the complaint involves a member of staff and contains no safeguarding concerns, the complaint will be dealt with as per the Disciplinary Policy and Procedure (Staff).
- 12.5. If a complaint is received from a student regarding another student (including Apprentices), and contains safeguarding content, the investigation will be led by the Designated Safeguarding Officer or a nominated deputy.

### **13. Frivolous or Vexatious Complaints**

13.1. The College Group may reject any complaint without full consideration if it is considered frivolous or vexatious. Examples of what the College Group considers to be frivolous or vexatious include:

- complaints which are obsessive, harassing, or repetitive
- insistence on pursuing unmeritorious complaints
- seeking unrealistic or unreasonable outcomes
- insistence on pursuing what may be meritorious complaints in an unreasonable manner
- complaints which are designed to cause disruption or annoyance
- demands for redress which lack any serious purpose or value.

If the College Group considers your complaint falls into this category, you will be advised that your complaint will not be considered further. You will be given the opportunity to appeal against this decision by submitting written reasons to the Quality Analyst (Chichester/ Brinsbury/ Crawley/Worthing and Haywards Heath Colleges College) within 5 working days of the date on receipt of the email.

### **14. Monitoring and Reporting**

14.1. The findings and analysis of complaints will be constantly monitored. Regular reporting will take place to the Group Leadership Team and the Governing Body to ensure procedures are in place to improve the Group's services to students, staff and the public.

### **15. Review**

15.1. The College Group will review the Feedback and Complaints Policy/Procedure annually. Any feedback from students, staff and the public will be taken into account when updating the procedure. Students will also be given the opportunity to comment on the procedure through the College Group's Student Voice structure.

**16. Status of this Policy/Procedure**

- 16.1. This policy/procedure was approved by the Group Leadership Team in September 2020 and supersedes all previous documentation.
- 16.2. The operation of this policy/procedure will be kept under review by the Deputy Principal for Quality. It may be reviewed and varied from time to time by the Group Leadership Team.
- 16.3. This policy/procedure has been equality impact assessed to ensure that it does not adversely affect staff/student/others.

Date Approved:	September 2020		
Approved by:	Group Leadership Team	Implementation Date:	Sep 2020
Date for Review:	September 2022		

## Complaints Procedure

### Chichester and Brinsbury Campuses Procedure

<p>Stage 1 (Informal Discussion)</p>	<ul style="list-style-type: none"><li>• If you are a student you may be able to resolve your concerns informally by talking to a teacher, Student Tutor or Study Programme Leader.</li><li>• If you are a parent, guardian, visitor, employer or prospective student, you may be able to resolve your concern informally by asking to talk to an appropriate member of staff.</li><li>• Your concern will be listened to and taken seriously. Every effort will be made to assist you in dealing with your issue(s). No record of your concern will be kept at this stage.</li></ul>
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Stage 2  
(Formal  
Complaint)

- If you feel that your complaint has not been resolved at the informal stage, you may make a formal complaint in writing to the Quality Analyst, Chichester College, Westgate Fields, Chichester, PO19 1SB.
- Complaints can be submitted via College website by filling out the formal feedback form (annex A), on the College website ([www.chichester.ac.uk/contact](http://www.chichester.ac.uk/contact)). Alternatively, copies are available at all Campus reception areas.
- Should you require assistance in writing the complaint, Student Tutors are available to help you.

**On receipt of the formal complaint:**

- The Quality Analyst will log your complaint and send you an acknowledgement within 5 working days.
- The Quality Analyst will refer your complaint to Human Resources and the Designated Safeguarding Officer to decipher whether the complaint contains any safeguarding concerns or is in need of investigation. Once this decision is made, it will then be forwarded to the appropriate College manager for investigation. If the interview requires the investigating manager to interview students under the age of 18 or vulnerable adults under the age of 25, parents will be contacted to get consent to conduct the interview. If the complaint contains no safeguarding concerns and is not in relation to a member of staff, the complaint will be led by the appropriate College manager. Human Resources will appoint a member of the College management team to investigate, if the complaint is made about a member of staff. The College manager will contact you to discuss the complaint and clarify any issues. If the issue can be resolved at this stage, it will be logged and you will be sent a letter outlining the action taken, if appropriate.
- Where the issue cannot be resolved in the first instance, the College Manager will investigate your complaint.
- The College manager will also hear the views of the other people concerned with the complaint.
- You will be written to or contacted verbally within 5 working days of the investigation starting, outlining any appropriate action.
- In instances where a face to face meeting is deemed to be required, we will meet with you to hear your complaint. You may bring someone to the meeting with you, to offer support. Every effort will be made to ensure that this meeting takes place within 15 working days of receipt of the original complaint.
- A copy of the notes will be submitted to the Quality Analyst.

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### What if I am still unhappy?

If you are not satisfied with the outcome of Stage 2, you can move onto stage 3 of the complaints procedure.

Stage 3 (Appeal)	<ul style="list-style-type: none"><li>• If you remain dissatisfied with the outcome of the complaint at stage 2, your complaint can be passed to the Principal for internal review. If the Principal has been involved in the complaint at a previous stage of the procedure, the appeal investigation will be passed an Associate Principal. You should make your request for stage 3 review of your complaint within 5 working days of receiving the outcome of the stage 2 investigation.</li><li>• Requests to review the outcomes of stage 2 investigations will be considered and the following will be taken into account:<ul style="list-style-type: none"><li>• Whether procedural irregularities in the investigation of the complaint or fresh evidence can be presented which was not made available to the manager at stage 2.</li></ul></li><li>• If the Principal or Associate Principal is satisfied that any of the above conditions apply, a further investigation will be undertaken of the complaint. You will be notified of the result of the investigation in writing within 15 working days of receipt of the request for review.</li><li>• The Principal or Associate Principal decision is final</li></ul>
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## Crawley College Campus Procedure

<p>Stage 1 (Informal Discussion)</p>	<ul style="list-style-type: none"> <li>• If you are a student you may be able to resolve your concerns informally by talking to a teacher, Student Tutor or Study Programme Leader.</li> <li>• If you are a parent, guardian, visitor, employer or prospective student, you may be able to resolve your concern informally by asking to talk to an appropriate member of staff.</li> <li>• Your concern will be listened to and taken seriously. Every effort will be made to assist you in dealing with your issue(s). No record of your concern will be kept at this stage.</li> </ul>
<p>Stage 2 (Formal Complaint)</p>	<ul style="list-style-type: none"> <li>• If you feel that your complaint has not been resolved at the informal stage, you may make a formal complaint in writing to the Quality Analyst. This can be emailed to <a href="mailto:complaintsandcompliments@crawley.ac.uk">complaintsandcompliments@crawley.ac.uk</a> or in writing addressed to the Quality Analyst, Crawley College, College Road, Crawley, RH10 1NR. Alternatively you can submit complaints electronically via the college website, <a href="http://www.crawley.ac.uk">www.crawley.ac.uk</a>, under the 'Contact Us' tab. Once navigated to the 'Contact Us' page complete the 'Get In Touch' form.</li> <li>• Should you require assistance in writing the complaint, Student Tutors are available to help you.</li> <li>• Should a written complaint be received by a staff member of Crawley College this should be sent by email to <a href="mailto:complaintsandcompliments@crawley.ac.uk">complaintsandcompliments@crawley.ac.uk</a> or passed to a member of the Crawley Quality team.</li> </ul> <p><b>On receipt of the formal complaint:</b></p> <ul style="list-style-type: none"> <li>• The Quality Analyst will log your complaint and send you an acknowledgement within 5 working days.</li> <li>• The Quality Analyst will refer your complaint to Human Resources and the Designated Safeguarding Officer to decipher whether the complaint contains any safeguarding concerns or is in need of investigation. Once this decision is made, it will then be forwarded to the appropriate College manager for investigation. If the interview requires the investigating manager to interview students under the age of 18 or vulnerable adults under the age of 25, parents will be contacted to get consent to conduct the interview. If the complaint contains no safeguarding concerns and is not in relation to a member of staff, the complaint will be led by the appropriate College manager. Human Resources will appoint a member of the College management team to investigate, if the complaint is made about a member of staff. The College manager will contact you to discuss the complaint and clarify any issues. If the issue can be resolved at this stage, it will be logged and you will be sent a letter outlining the action taken, if appropriate.</li> </ul>

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- Where the issue cannot be resolved in the first instance, the College Manager will investigate your complaint.
- The College manager will also hear the views of the other people concerned with the complaint.
- You will be written to or contacted verbally within 5 working days of the investigation starting, outlining any appropriate action.
- In instances where a face to face meeting is deemed to be required, we will meet with you to hear your complaint. You may bring someone to the meeting with you, to offer support. Every effort will be made to ensure that this meeting takes place within 15 working days of receipt of the original complaint.

A copy of the notes will be submitted to the Quality Analyst.

### What if I am still unhappy?

If you are not satisfied with the outcome of stage 2, you can move on to stage 3 of the complaints procedure.

#### Stage 3 (Appeal)

- If you remain dissatisfied with the outcome of the complaint at stage 2, your complaint can be passed to the College Principal for final internal review. You should make your request for stage 3 review of your complaint within 5 working days of receiving the outcome of the stage 2 investigation.
- Requests to review the outcomes of stage 2 investigations will be considered and the following will be taken into account:
  - Whether procedural irregularities in the investigation of the complaint or fresh evidence can be presented which was not made available to the manager at stage 2.
  - If the College Principal is satisfied that any of the above conditions apply, a further investigation will be undertaken of the complaint. You will be notified of the result of the investigation in writing within 15 working days of receipt of the request for review.
- The College Principal's decision is final.

**Worthing & Haywards Heath Campus Procedure**

Stage 1 (Informal Discussion)	<ul style="list-style-type: none"><li>• If you are a student, you may be able to resolve your concerns informally by talking to a teacher, Student Tutor or Subject Leader.</li><li>• If you are a visitor, employer or prospective student, you may be able to resolve your concern informally by asking to talk to an appropriate member of staff.</li><li>• Your concern will be listened to and taken seriously. Every effort will be made to assist you in dealing with your issues. No formal record of your concern will be kept at this stage.</li></ul>
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Stage 2  
(Formal  
Complaint)

At our Worthing campus written complaints can be made by email to the Quality Analyst at [complaintsandcompliments@worthing.ac.uk](mailto:complaintsandcompliments@worthing.ac.uk) or in writing addressed to the Quality Analyst, Worthing College, 1 Sanditon Way, Worthing, West Sussex, BN14 9FD. Alternatively, Feedback and Complaints can be submitted electronically via the College website ([www.worthing.ac.uk](http://www.worthing.ac.uk)) under the 'contact us' tab

At our Haywards Heath campus written complaints can be made by email to the Quality Analyst at [complaintsandcompliments@haywardsheath.ac.uk](mailto:complaintsandcompliments@haywardsheath.ac.uk) or in writing addressed to the Quality Analyst, Haywards Heath College, RH16 1LT. Alternatively, Feedback and Complaints can be submitted electronically via the College website ([www.haywardsheath.ac.uk](http://www.haywardsheath.ac.uk)) under the 'contact us' tab.

- Should you require assistance in writing the complaint, Student Tutors are available to help you.
- **On the receipt of the formal complaint:**
- The Quality Analyst will log your complaint and send you acknowledgment within 5 working days.
- The Quality Analyst will refer your complaint to Human resources and the Designated Safeguarding officer to decipher whether the complaint contains any safeguarding concern or is in need of investigation. Once this decision is made, it will then be forwarded to the appropriate College manager for investigation. If the interview requires the investigating manager to interview students under the age of 18 or vulnerable adults under the age of 25, parents will be contacted to get consent to conduct the interview. If the complaint contains no safeguarding concerns and is not in relation to a member of staff, the complaint will be led by the appropriate College manager. If the complaint is against a member of staff, Human Resources will appoint a member of the College Management Team to investigate. The College manager will contact you to discuss the complaint and clarify any issues. If the issue can be resolved at this stage, it will be logged and you will be sent a letter outlining the action taken, if appropriate.
- Where the issue cannot be resolved in the first instance, the College manager will investigate your complaint.
- The College manager will also hear the views of the other people concerned with the complaint.
- You will be written to or contacted verbally within 5 working days of the investigation starting, outlining any appropriate action.

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	<ul style="list-style-type: none"> <li>• In instances where a face to face meeting is deemed to be required, we will meet with you to hear your complaint. You may bring someone to the meeting with you, to offer support. Every effort will be made to ensure that this meeting takes place within 15 working days of receipt of the original complaint.</li> <li>• A copy of the notes will be submitted to the Quality Analyst.</li> </ul>
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### What if I am Still Unhappy?

If you are not satisfied with the outcome of stage 2, you can move on to stage 3 of the complaints procedure.

<p>Stage 3 (Appeal)</p>	<ul style="list-style-type: none"> <li>• If you remain dissatisfied with the outcome of your complaint at stage 2, your complaint can be passed to the College Principal for final internal review. You should make your request for stage 3 review of your complaint within 5 working days of receiving the outcome of the stage 2 investigation.</li> <li>• Requests to review the outcomes of stage 2 investigations will be considered and the following will be taken into account: <ul style="list-style-type: none"> <li>• Whether procedural irregularities in the investigation of the complaint or fresh evidence can be presented which was not made available to the manager at stage 2.</li> </ul> </li> <li>• If the College Principal is satisfied that any of the above conditions apply, a further investigation will be undertaken of the complaint. You will be notified of the result of the investigation in writing within 15 working days of the request of the review.</li> <li>• The College Principal's decision is final.</li> </ul>
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