

Colchester Institute Corporation

**Procedure for Complaints against the Corporation,
Board Members and the Clerk**

1. Complaints against the Corporation or a member of Colchester Institute Corporation Board should be made in writing and addressed to:

The Clerk to the Governors
Colchester Institute
Sheepen Road
Colchester
Essex CO3 3LL

2. The complainant should state clearly the nature of the complaint and if appropriate provide copies of any related documentation. The complainant should also state the remedy they are seeking.

3. The Clerk to the Governors will:

- acknowledge receipt of the complaint within seven working days.
- investigate the complaint, or arrange for it to be investigated by someone else if that is deemed to be more appropriate in the circumstances .
- provide a response within twenty working days, or if this is not possible provide the complainant with an interim statement.

4. The Clerk is authorised to refer issues to the College's internal and/or external auditors or other advisers as appropriate:

5. The Clerk to the Governors will inform the Chair that a complaint has been received and keep him/her informed of the investigation and outcome. If the complaint concerns the Chair the Vice-Chair will be kept informed.

6. The Clerk to the Governors will prepare a written report on the nature of the complaint and the response. This will be circulated to all Board members for information within ten working days of the response to the complainant, and will be included on the agenda for the next meeting of the Board.

7. A complaint against the Clerk to the Governors should be addressed to the Corporation Board Chairman at the following address:

The Chair of the Corporation Board
Colchester Institute
Sheepen Road
Colchester
Essex CO3 3LL

8. The procedure to be used by the Chair in investigating and responding to a complaint will be similar to that for complaints against the Corporation and individual Board members outlined above.

9. If the complainant is not satisfied with the outcome of their complaint, they may wish to refer it to the regional office of the Skills Funding Agency at the following address:

Senior Account Director
Skills Funding Agency (East of England)
2 Railton Road
Woburn Rd Industrial
Bedford
MK42 7PN

The complaints procedure for complaints about providers of education and training funded by the Skills Funding Agency and be found at
<http://skillsfundingagency.bis.gov.uk/aboutus/contactus/complaints/>