



## 4. Procedure

### 4.1 Concerns procedure




Step	Action	Team/person responsible	Evidence	Timeframes
3	<p>The relevant College sta member acknowledges the complaint and contacts the registrar to have an initial discussion to:</p> <ul style="list-style-type: none"> <li>&gt; establish the nature of the complaint to determine if it is a concern or a complaint</li> <li>&gt; explain the process for making a formal complaint with the College</li> <li>&gt; confirm if the registrar wishes to proceed with making a formal complaint.</li> </ul>	Relevant College sta member	Discussion notes	Within two (2) working days of the complaint being raised.
4	The registrar submits a formal complaint form to the College. Sufficient detail must be provided to enable the College to investigate.	Registrar	Written complaint on the College's Complaint Form	Within thirty (30) working days of the alleged incident or situation occurring.
5	Once the formal complaint has been received, the complaint is acknowledged and recorded on the College database.	Admissions and Registrar Support Team	Email acknowledgment Entry into registrar's file	Within two (2) working days of the complaint being received by the College.
6	The complaint is investigated by the College. Additional information may be sought by the College and if appropriate, a face-to-face or online/telephone meeting may be requested with the registrar.	<p>Manager Admissions and Registrar Support Team</p> <p>Head of Learning (or delegate)</p> <p>Other relevant College sta</p>	<p>Notes and minutes of meeting as appropriate</p> <p>Report of investigation</p>	Within ten (10) working days of the complaint being received by the College.
7	If the complaint concerns			

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