

Complaints Policy



If something does not seem right...

Remember that your voice counts and we want to hear from you if you have any complaints or concerns, or if you want to suggest ways in which we may improve the service we provide. You should also know that the College is fully committed to eliminating bullying and harassment and will act decisively to do so. If you are experiencing problems, we will endeavour to sort them out fairly and efficiently. If you wish, your complaint or concern will be handled confidentially wherever possible.

If you are a student in the College:

If you have concerns about any aspect of your courses or about other services that the College has offered to you, we will take them seriously. In the first place you should try to sort out any problems by talking to your subject teacher(s) or your Personal Tutor. If matters remain unresolved, the next step is to make an appointment with your Assistant Principal. If, after this, you still feel dissatisfied, you have the right to take things further by writing a formal letter of complaint to the Principal, who will ensure that the matter is reviewed. Alternatively, you may complete a complaints form (obtained from the Help Desk) and place it in the Suggestions and Complaints Box located by the Help Desk.

If your complaint concerns the conduct of a member of staff or of other students, please ask to speak to your Assistant Principal, the Deputy Principal or write formally to the Principal.

Once your complaint has been received, you are entitled to an initial response within ten working days. You will be told how long it should take to look into your complaint and who will be dealing with it. Once your complaint has been addressed, you will receive a full written response or be invited to discuss the matter.

If you are a member of the local community:

If you are unhappy about any service provided by the College, please phone or write in the first instance to the Principal (address detailed below). Your communication will be acknowledged within ten working days. You will be told who is to investigate the complaint and how long this investigation is likely to take. By the date specified, you will receive either a full written response or an invitation to discuss the matter.

Anyone who, after following these procedures, still feels that there are grounds for concern should write to the Chair of Governors via the Clerk to the Governors at: Queen Mary's College, Cliddesden Road, Basingstoke, Hampshire, RG21 3HF.

Principal: Ms. Ali Foss