How to **Complain Policy**

2026-2027



The Policy

At West Thames College, we take all concerns seriously. This guide explains how to raise a complaint - informally or formally , so that issues can be resolved fairly, quickly, and with respect for everyone involved.

How To Complain

Any student (actual/potential), apprentice, or member of the public may use the college's complaints procedure. Complaints should be submitted as soon as possible after the incident. Complaints received more than three months after the event may not be investigated.

There are two ways to complain:

First Steps - For Internal Students Only
If you are unhappy about any aspect of your course, you should in the first instance take it up with the member of staff or a manager responsible for the area concerned. In most instances we should be able to resolve your concern through this means.

Formal complaint
If your SLA, teacher, or another member of staff is unable to help you, you may wish to make a formal complaint. This leaflet explains how to do so.

What happens when you make a complaint?

- Your complaint will be treated seriously and investigated thoroughly.
- You will receive a written acknowledgement within 5 working days
- You will receive a full written response within 15 working days, or an update every 2 weeks if further time is required.
- You will be provided with the reasons for our decision.
- Where a complaint is upheld, the College will apologise in writing and take steps to put matters right as quickly as possible.

We reserve the right not to investigate complaints considered to be vexatious or malicious.

How to submit a formal complaint

Complaints should preferably be made in writing.

A College complaints form can be obtained from the Information Centre, Reception at the Skills + Logistics Centre, Student Services, or the Learning Resources Centre.

Student Services staff can guide you through the process, including how to complete the form.

You may also write a letter/email including your full name, address, enrolment number, course title, the facts as you see them, and the outcome you are seeking.

Support with making a complaint

If you are a student or apprentice, your SLA, teacher, assessor, or a member of the Student Services Team can provide support in presenting your complaint.

Other college policies

Please scan the QR code to access other policies such as the Parents Guide and the Postive Working Policy.

What happens to complaints?

Complaints are taken seriously at West Thames College. We keep a record of each complaint and we report on the number and types of complaint regularly to our Executive Team and to our Governing Body. We make sure that we learn from complaints that are upheld and that improvements are made to our systems wherever necessary.

Appeals

If you are dissatisfied with the outcome of your complaint, you may appeal within 10 working days of the decision by writing to the Executive Assistant, outlining your grounds for appeal.

Prunella D'Souza, Executive Assistant,
West Thames College London Road,
Isleworth, Middlesex, TW7 4HS

prunella.d'souza@west-thames.ac.uk

If you remain dissatisfied after the College's appeal process, you may escalate your complaint to the relevant external body.

For Adult Courses
GLA Skills&Employment Unit Provider Complaints
Greater London Authority, 169 Union Street
London SE1 0LL
email: aebcomplaints@london.gov.uk

For Higher Education Courses
The Office of the Independent Adjudicator,
Second floor, Abbey Gate, 57-75 Kings Road,
Reading, Berkshire RG1 3AB
website www.oiahe.org.uk

For 16-18 Courses
Please visit the government website www.gov.uk and search for complaints about post-16 education and training provision funded by ESFA.

Who To Complain To

Learning Resources Centre, Curriculum and Quality, Higher Education and Learning Resources Centre	**Lindsey Stewart** Interrim Vice Principal - Curriculum and Quality
Inclusive Learning, Creative Industries and Student Experience	**Katrin Lehmann** Vice Principal - Inclusive Learning, Creative Industries and Student Experience
Finance, HR, and Development	**Mark Cooper** Executive Director
Resources (Catering, Estates, Health & Safety, IT, Security & Marketing)	**Casey Mack** Executive Director
Student Experience and Careers	**Samantha Louisy** Director of Student Experience

Teaching and learning issues (e.g. for Appeal Against Assessment)	
Inclusion	**William Preston** Senior Inclusive Learning Manager
Business, ICT, Travel, Sport, Public Services and ESOL Adult	**Eric Stober** Director
English, Maths and ESOL	**Reman Swidan** Director
Health, Care and Science, Nursery, and Access to Higher Education	**Carolyn Moncrieffe** Director
Skills+Logistics Centre, Feltham and Alternative	**Beverley McGuire** Director

Note: The relevant managers responsible will normally handle complaints related to their areas of work.

West Thames College London

Ofsted Outstanding Provider



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