



# Complaints Against the Corporation Policy

Document Status	
Author	Fiona Chalk
Date of Origin	19.4.16
Version	1
Date of Approval	15 <sup>th</sup> June 2016
Review Requirements	3 yearly
Date of Next Review	May 2019
Approval Body	Corporation

## Complaints Against the Corporation Policy

### COLLEGE MISSION AND VALUES

In order for the College to achieve its aim to be London's Leading Skills College, the Corporation of the College must ensure good governance. The college is accountable under the law and its decisions may be challenged if the Corporation of the College is alleged to have:

- Failed to fulfil its legal duties
- Acted outside its powers
- Acted unreasonably
- Failed to ensure that the provisions of natural justice have been followed in relation to actions affecting individuals.

### DEFINITIONS

This policy relates to all Governors of the College of North West London and the Clerk to the Corporation.

### POLICY STATEMENT

The purpose of this policy is to ensure that the Corporation meets its responsibilities in relation to ensuring that there is accountability and openness in the conduct of business by Corporation Members and the Clerk to the Corporation.

A complaint against the Corporation, a member of the Corporation or the Clerk to the Corporation may be made by an individual, business or organisation.

### POLICY STANDARDS

The purpose of this policy is to ensure that Governors and the Clerk are openly accountable for their actions with regards to responding to any complaint received. The Corporation will ensure that the policy and procedures are accessible and that each complaint is dealt with in line with procedures.

## RESPONSIBILITIES

Responsibility rests with the Clerk to the Corporation who should select one other Governor to oversee the complaint where it is made against the Chair. Where the complaint is made against a Corporation Member the Chair will liaise with the Clerk to investigate the matter. Where the complaint is against the Clerk responsibility rests with the Chair of the Corporation and the Principal.

The policy will be reviewed on a regular basis by the Search and Governance Committee and any complaints shall be reported to the Corporation.

The policy will be published on the College website and will be made available on request.

## LINKS TO OTHER POLICIES

This policy links to the Code of Conduct for members.

## COMPLAINTS AGAINST THE CORPORATION POLICY

### Procedure

#### COMPLAINTS AGAINST THE CORPORATION

A complaint against the Corporation, a members of the Corporation or the Clerk to the Corporation may be received from a range of sources, including and individual, Business or Organisation.

All complaints will be fully investigated although the capacity to do so effectively will be enhanced by their timely submission.

Complaints against the Corporation or a member of the Corporation should preferably be made in writing to the address below or via email to:

[Fiona.chalk@cnwl.ac.uk](mailto:Fiona.chalk@cnwl.ac.uk)

**College of North West London  
Private & Confidential  
Clerk to the Corporation  
Willesden campus  
Denzil Lane  
London  
NW10 2XD**

The complainant will be expected to 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.

The Clerk to the Corporation will:

- acknowledge receipt of the complaint without delay and within 10 working days
- provide an indication of when the complainant could expect to hear further
- determine the nature of the complaint (complaint, enquiry or allegation)
- undertake to investigate the matter
- endeavour to provide a written response to the complainant within ten working days from the date of the initial acknowledgement. If this is not possible the complaint will be provided with an interim statement of activity.

The Chair of the Corporation will be informed that a complaint has been received and the nature of that complaint.

The written response of the Clerk to the Corporation will include details of any arrangements for pursuing the matter with an independent body with responsibility for regulation within the FE sector where it is appropriate to do so.

The Clerk to the Corporation will keep the Chair informed of the situation, and will provide the Corporation with a written statement of the nature of the complaint and the response, at the first available Corporation meeting following receipt of the complaints. In any case a briefing will be circulated to Members within ten working days

When carrying out an investigation on a complaint against the Corporation or an individual member of the Corporation the Clerk to the Corporation will have the authority to refer issues to the Corporation's auditors (external and/or internal) or other appropriate providers as deemed necessary.

Where the complaint is made against the Chair of the Corporation the Clerk shall report to and liaise with the Vice Chair of the Corporation and investigate the matter as detailed above.

A complaint against the Clerk to the Corporation should be addressed in the first instance to the Principal who shall forward it to the Chair of the Corporation for investigation and response. Complaint letters regarding the Clerk to the Corporation should be emailed to the address below:

[Andy.Cole@cnwl.ac.uk](mailto:Andy.Cole@cnwl.ac.uk)

**Principal & Chief Executive**  
**Private & Confidential**  
**Willesden campus**  
**Denzil Lane**  
**London**  
**NW10 2XD**

The approach to be adopted by the Chair of the Corporation in investigating and responding to a complaint against the Clerk will be similar to that outlined above with regard to complaints against the Corporation and individual members of the Corporation.