

Wandsworth Borough Council

ERNEST BEVIN COLLEGE



If you wish to make a complaint

Complaints and how they are dealt with

In all cases every step should be taken to try to resolve the matter informally by talking to all parties concerned. The formal written procedure should only be invoked as a last resort.

If your complaint is about our college

Please follow Step 1 (a) below and contact the Principals.

If your complaint is about the Principals

Please go directly to Step 1 (b) below and contact the governing body of the college.

If your complaint is about the governing body

Please go directly to Step 2 below and contact the Director of Children's Services.

Step 1 (a)

If you make a formal complaint in writing, the Principals will investigate it and contact you with a reply.

Step 1 (b)

If you are unhappy with the way the Principals have dealt with your complaint, or if your complaint is about the Principals, you should contact the Chair of Governors at the college in writing. The college governors will look into your complaint and will write to you with a reply.

Step 2

If you are unhappy with the way the governing body has dealt with your complaint, or if your complaint is about the governing body, you can contact the Director of Children's Services in writing at the Town Hall, Wandsworth High Street, London SW18 2PU.

The Director will investigate your complaint and will write to you with a reply.

Step 3

If you are still unhappy you can write to the Chief Executive. The Chief Executive will look at your complaint independently and make sure that it is thoroughly investigated. You can contact the Chief Executive at Wandsworth Town Hall, Wandsworth High Street, London SW18 2PU.

We aim to resolve all complaints as quickly as possible. If we cannot deal with your complaint immediately, we will send you an acknowledgement within five working days and a final answer within ten working days. If your complaint is a complex one and cannot be answered within this time, we will keep you regularly informed.