Formal Complaints Process

Complaint received through email / telephone or completed form.

Acknowledgement of receipt send within 2 working days to complainant with a reference number Investigating Officer identified and informed of complaint to respond within 10 working days Complaint details logged onto the formal complaint spreadsheet held with Complaints Team

By 10th working day, Investigation report completed and emailed to complaints@liv-coll.ac.uk mailbox

Letter/ email sent to complainant with outcome from the investigating officer and copy to complaints@liv-coll.ac.uk

Complaints team logs updates on the formal complaints spreadsheet.

No further response from complainant, complaint closed after 14 working days.

Appeal request received from complainant following outcome

Acknowledgement of receipt send within 2 working days to complainant with a reference number (same reference number as original complaint) Director of Learning or member of SLT requested to investigate the appeal and reply to complainant within 10 working days* and copy in — Complaints@liv-coll.ac.uk

All relevant documentation from original complaint sent to DoL or identified investigator.

Complaints spreadsheet updated to identify appeal process in place.

By 10^{th*} working day, outcome of appeal to be sent to complainant from the DOL(or investigating officer) and copy to complaints@liv-coll.ac.uk

Complaints team log update on appeal to the complaints spreadsheet.

No further correspondence close complaint after 14 days.

Appeal resolved and closed

^{*}Appeals – where possible we aim to respond within 10 working days, however each case is dealt with on a case by case process and may require longer to gather relevant evidence for the investigation. Should this happen the complainant must be kept informed.