



FOR THE FUTURE  
**COOL BLUE  
COLLEGE**

**Complaints  
Procedure**

**Form: CP-014**

**Revision: 00**



**WWW.COOLBLUECOLLEGE.COM**

**0191 510 0414**

## Complaints Procedure

This complaints procedure is available to learners, employers and all other individuals who are in contact with Cool Blue College who feel they have had a negative experience whilst dealing with our organisation.

This procedure should be read in conjunction with the learner appeals and harassment procedures and the appropriate steps adopted accordingly.

### Procedure

1. A complaint may be made in writing to the Head of Compliance ([Joe.McMahon@coolbluecollege.com](mailto:Joe.McMahon@coolbluecollege.com)) of Cool Blue College whereby it will be allocated a unique reference number and within 5 working days of receipt acknowledgement will be sent indicating the person within Cool Blue College who will be dealing with the complaint.
2. Your complaint will then be investigated, and a reply sent within 21 working days detailing the findings.
3. Should you feel unhappy with the response provided by Cool Blue College you can appeal in writing to the Chief Executive Officer ([Mark.Clelland@coolbluecollege.com](mailto:Mark.Clelland@coolbluecollege.com)) who will acknowledge receipt of your request within 5 working days.
4. A re-investigation will then commence, and all decisions will be reviewed. The findings will then be communicated in writing up to 28 days from acknowledgement of receipt of the appeal.

If the complaint involves an external body, then the complaint should be directed towards the relevant awarding body who will then follow their internal procedures to deal with this complaint.

### Monitoring and Review

All received complaints will be reviewed on a quarterly basis by Cool Blue College. As part of the Quality Review Meetings, the number of complaints logged, and any observable trends will be discussed in detail and an appropriate plan of action to rectify the situation will be created.

## Review of Procedure Statement

This procedure will be reviewed at minimum, on an annual basis or when necessary, by the Managing Director of Cool Blue College and the Quality & Compliance Coordinator

Date of Review	Print Name	Position
9 <sup>th</sup> January 2023	Mark Clelland	Director
	Luke Stavers	Quality & Compliance



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