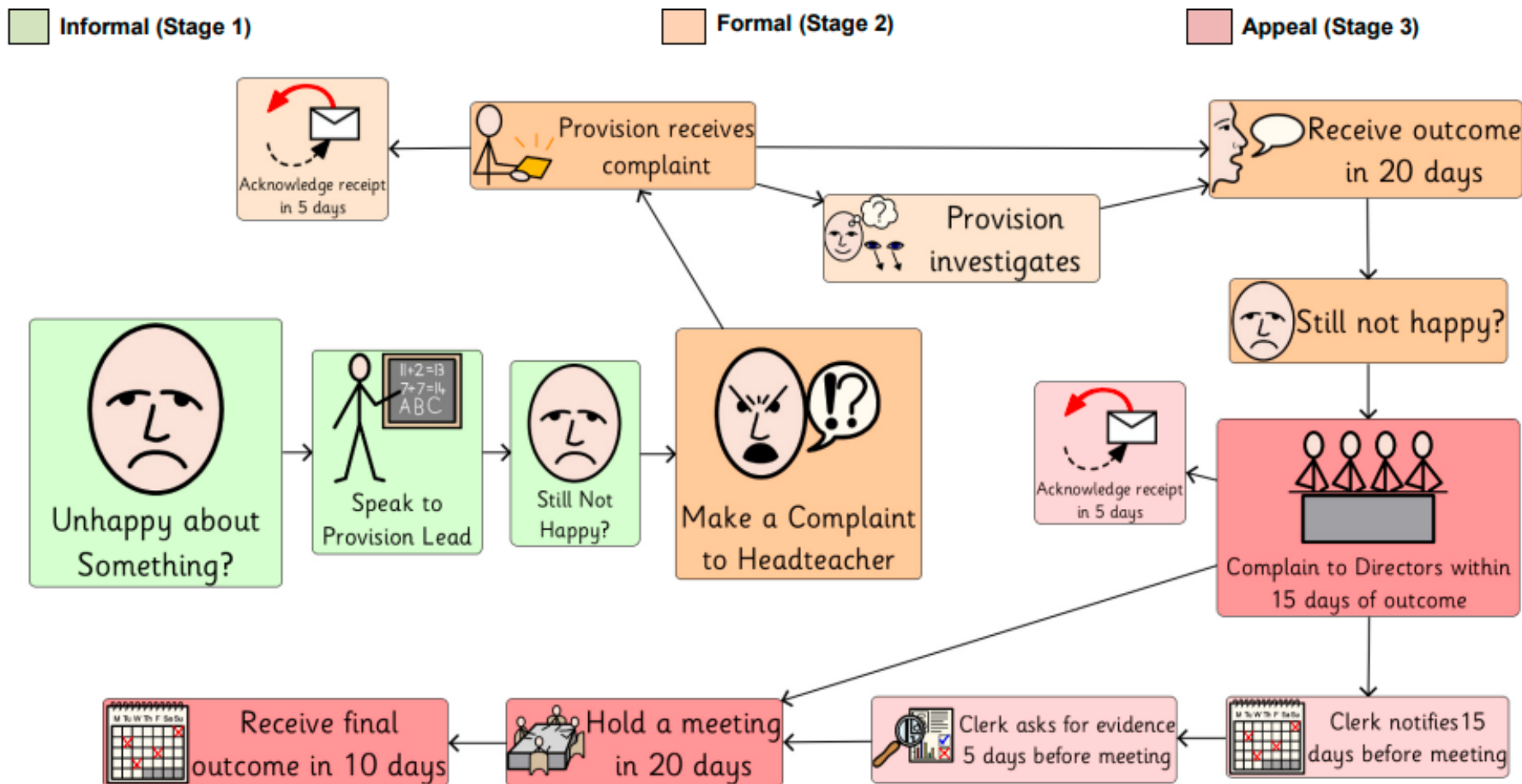




Future Horizons Leeds

The Complaints Process





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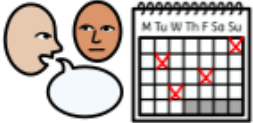





An icon of a brown-skinned face with a furrowed brow and a small open mouth, indicating anger or confusion. A speech bubble next to it contains the characters "!" and "?".	<p>If you're not happy with something, you can complain.</p>
An icon showing a stick figure standing and speaking into a speech bubble. To the left, there is a separate icon of a mouth with lips, representing the act of speaking.	<p>You should speak to provision lead first to explain what you are unhappy about.</p>
An icon showing a stick figure sitting at a desk with a computer monitor, speaking into a speech bubble. To the left, there is a separate icon of a mouth with lips, representing the act of speaking.	<p>If you are still unhappy, you can speak to the Principal.</p>
An icon showing a stick figure sitting at a desk with a computer monitor, speaking into a speech bubble. To the left, there is a separate icon of a mouth with lips, representing the act of speaking. In the background, there are four small stick figures representing trustees.	<p>If you want to complain about the Principal, you can speak to a Trustee.</p>
An icon consisting of five blue circles arranged in a pentagon shape. A red triangle with a black arrow points from the top-right circle towards the center.	<p>There are some things that may need to be dealt with in a different way.</p>
An icon of a hand holding a blue pen, writing on a document with horizontal lines.	<p>You must make a complaint in writing. There is a form to fill in.</p>
An icon showing two stick figures. One is handing a document to the other. To the right, there is a blue square with a yellow sun and the number "5" inside, representing a 5-day period.	<p>The principal will let you that he has received your complaint within 5 days.</p>

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	<p>There will be an investigation to see what happened and why it happened.</p>
	<p>The Principal will tell you what he finds out within 20 days.</p>
	<p>The Principal might say sorry.</p>
	<p>The Principal might decide that the college has done nothing wrong.</p>
	<p>If you are still unhappy, you can complain to the Trustees within 15 days.</p>
	<p>A meeting will be arranged within 20 days, where you can show your evidence.</p>



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 An icon showing two stylized human heads in profile, one speaking into a speech bubble. To the right is a calendar grid with several dates marked with red 'X's.	<p>You will be told when the meeting will be at least 15 days before the meeting date.</p>
 An icon showing four stylized human figures sitting at a long table. To the right is a speech bubble containing a stylized face with an open mouth, and below it is a pair of lips.	<p>At the meeting, a Trustee will ask you to tell them about your complaint.</p>
 An icon showing four stylized human figures at a table. To the right is a thought bubble with a red 'X' over it, and a hand pointing to a red dot on a white surface.	<p>The Trustee will make a decision.</p>
 An icon showing a hand holding a pen and writing on a notepad.	<p>The Trustee will write to you to let you know what they decide within 10 days.</p>
 An icon showing four stylized human figures at a table. To the right is a person wearing an orange shirt, with their hand to their chest in a gesture of apology or concern.	<p>The Trustee might say sorry.</p>
 An icon showing four stylized human figures at a table. To the right is a person sitting at a desk with a computer monitor. A large, curved arrow points from the desk back towards the table.	<p>The Trustees or the Principal might decide to make changes so it doesn't happen again.</p>



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An icon depicting a stick figure teacher standing in a classroom, pointing at a whiteboard. To the right of the classroom is a large thumbs-up gesture.	They might decide that the college didn't do anything wrong.
An icon featuring an angry face on the left, a speech bubble with an exclamation mark and question mark in the middle, and a school building with a UK flag on the right.	If you are still unhappy, you can complain to the Department for Education.