



# EQUAL TREATMENT POLICY

London Gateway College is committed to treating all complainants with dignity, respect, and fairness. No individual will be disadvantaged or discriminated against when raising a concern or complaint. The College operates in accordance with its Equality, Diversity, and Inclusion Policy and promotes equal access to all services and procedures.

## Complaints Procedure

If you are dissatisfied with any aspect of the services provided by London Gateway College, including course delivery, assessments, learner support, administrative services, staff conduct, or any other college-related matter, we encourage you to raise your concerns with us.

All complaints will be handled confidentially, impartially, and with due consideration. Our objective is to resolve issues as quickly and effectively as possible while ensuring a fair review of the circumstances.

We welcome both positive feedback and complaints, as they help us improve the quality of our services for current and future learners. Suggestions for improvement are also highly valued and contribute to our commitment to continuous development.

Any personal information provided during the complaints process will be managed in accordance with applicable data protection and privacy regulations.

## How to Submit a Complaint

Where possible, concerns should initially be raised directly with the person or department involved, as many issues can be resolved quickly through informal discussion.

If the matter cannot be resolved informally, a formal complaint may be submitted within three (3) months of the incident or issue giving rise to the complaint.

Complaints may be submitted by:

- ☐ Email
- ☐ Online contact form through the College website
- ☐ Written letter
- ☐ Any other officially approved communication channel

To assist us in investigating the matter efficiently, please provide as much relevant information as possible, including:

- ☐ Dates and times
- ☐ Names of individuals involved
- ☐ Details of the incident or concern
- ☐ Any supporting documents or evidence



## **Complaint Response Times**

Upon receipt of a formal complaint:

- ☐ An acknowledgement will normally be issued within five (5) working days.
- ☐ A full response or update on the progress of the investigation will normally be provided within twenty (20) working days.

Where additional time is required due to the complexity of the matter, the complainant will be informed of the reasons for the delay and provided with an estimated timeframe for resolution.

## **Appeals**

If you are dissatisfied with the outcome of your complaint, you have the right to request a review of the decision. Appeals should be submitted in writing within fourteen (14) days of receiving the outcome, stating the reasons why you believe the matter should be reconsidered.

The appeal will be reviewed by an appropriate senior officer who was not directly involved in the original investigation, and a final decision will be communicated in writing.

Signed

Management

## **Contact Information**

### **London Gateway College**

Email: [complaints@londongatewaycollege.org](mailto:complaints@londongatewaycollege.org)

Telephone: +447405164606

Address: 27 Old Gloucester Street, London, England WC1N 3AX

Website: [www.londongatewaycollege.org](http://www.londongatewaycollege.org)