

# Complaints against the Corporation 2025-26

1 Overview Information

Lead Responsible:	Director of Governance and Company Secretary
Approval Dates for Revisions:	
Academic Board/College Leaders	na
Equality Impact Assessment	11 June 2021
Search, Governance and Remuneration Committee	30 January 2025
Governing Body	26 March 2025
Effective Date:	27 March 2025
Annual Review Date:	Spring 2026

## Context

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1. The Corporation is accountable for its decisions and needs to ensure that it fulfils its legal duties, acts within its powers and acts reasonably at all times. The Code of Conduct sets out the expectations of individual members of the Corporation.
2. Complaints about the Corporation can concern the operation and procedures of the Governing Body, or the failure of individual Corporation members, or the Corporation, to follow Corporation Policy, the Code of Conduct, Standing Orders or the Instrument and Articles of Government.

## Procedure

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3. Complaints against the Corporation or a member of the Corporation should be emailed, sent or handed to the Director of Governance:

[jennifer.swift@capel.ac.uk](mailto:jennifer.swift@capel.ac.uk)

Capel Manor College  
Bullsmoor Lane  
Enfield  
EN1 4RQ

4. The complainant will be expected to state clearly the nature of the complaint and, if appropriate, provide copies of any related documentation.
5. The Director of Governance will:
  - a) Acknowledge receipt of the complaint without delay
  - b) Investigate the complaint
  - c) Endeavour to provide a response to the complaint within ten working days and if this is not possible provide the complainant with an interim statement.
6. The written response of the Director of Governance will include details of any arrangements for pursuing the matter with an independent body (e.g. the Secretary of State for Education and Employment and the Learning and Skills Council).
7. The complaint will be overseen by the Chair and Vice Chair of the Corporation with the support of the Director of Governance, or:
  - a) if the Chair is named, the Vice Chair only;
  - b) if the Chair and Vice Chair are both named, the Chair of Audit;
  - c) if all three are named, the Director of Governance will select an appropriate Governor.
8. The Corporation will be provided with a written statement of the nature of the complaint and the response at the next appropriate meeting. Such a report shall be circulated to members within ten working days of the response of the Director of Governance to the complaint so that members are aware of the situation.
9. When carrying out an investigation on the complaint against the Corporation or an individual member of the Corporation, the Director of Governance will have the authority to refer issues to the Corporation's auditors (external and/or internal) or other appropriate advisors.
10. A complaint against the Principal or Director of Governance, or other Senior Post Holders, is covered within the College's Whistleblowing Policy.
11. The College will take the necessary precautions to protect Governors or staff in raising concerns in line with this policy against detriment or dismissal for raising genuine legitimate concerns.

12. This policy does not prejudice the right of an individual to report directly to the Police in instances where there is clear and unambiguous evidence that a criminal offence has been committed or to disclose other very serious matters to appropriate external monitoring bodies if there are compelling reasons why these matters cannot be addressed internally in accordance with this policy.
13. If advice is sought outside of the College, this must not breach any confidentiality obligations.