

CUSTOMER SERVICES POLICY

Freedom of Information Policy

The Freedom of Information Act 2000 received Royal Assent on 30 November 2000 and was implemented in full by January 2005. The Act provides for a general right of access to information held by public authorities or by those providing services for public authorities.

Publication scheme

The FoIA places a duty on public authorities to adopt and maintain a Publication Scheme. The Publication Scheme must set out the types of information we intend to make available on an on-going basis, the form in which the information is published and details of any charges.

Who we are

Grantham College is a small/medium sized general further education college offering a wide range of academic and vocational courses. It is based in Grantham, Lincolnshire, serving the local communities. At Grantham College we aim to ensure that all our students achieve their true potential. We have over 60 years' experience of providing education and training. In this time we have developed a welcoming and supportive environment where the needs of students are always put first.

The below outlines our commitment to the types of information we intend to publish on an on-going basis as part of our Publication Scheme

Governance

Class/Description	Manner	Fee
Legal Framework		
Instrument and Articles of Government	Paper / Electronically	£5
Decision Making Structures		
Strategic Plan Summary	Electronically	Nil
Schedule of Meetings	Electronically	Nil
College Mission Statement	Electronically/website	Nil
Board of Governors		
List of Corporation Members	Electronically/website	Nil
Code of Conduct	Electronically	Nil
Committee Structure		
Minutes of Corporation Meetings	Electronically/website	Nil
Role of the Governors	Electronically	Nil
Teaching and Learning Policy	Electronically	Nil
Quality Improvement Policy	Electronically	Nil
College Calendar	Electronically	Nil

Finance

Class/Description	Manner	Fee
Finance		
Financial Statement (Previous Year)	Paper / Electronically	£5
Resource Planning		
Financial Regulations	Electronically	Nil
Fraud Policy and Response Plan	Electronically	Nil
Risk Management Policy	Electronically	Nil

Human Resources

Class/Description	Manner	Fee
Employment and employee relations		
Terms and conditions of employment	Electronically	Nil
Grievance Policy	Electronically	Nil
Disciplinary Policy(2017)	Electronically	Nil
Bullying and Harassment Policy	Electronically	Nil
Health and Safety Policy	Electronically	Nil
Public Interest Disclosure Policy	Electronically	Nil
Sickness Absence Policy	Electronically	Nil
Maternity and Paternity Leave Policy	Electronically	Nil
Parental Leave Policy	Electronically	Nil
Stress Policy	Electronically	Nil
Equal Opportunities/Diversity		
Equality & Diversity Objectives	Electronically	Nil
Equality & Diversity Policy	Electronically	Nil
Staff Development		
Induction Process	Electronically	Nil
Probationary Policy	Electronically	Nil

Physical Resources

Class/Description	Manner	Fee
Estates		
Environment Policy	Electronically	Nil

Student Admission and Support

Class/Description	Manner	Fee
Information on student admission, progression and completion		
Marketing Leaflets	Paper/ website / Electronically	Nil
Student Administration		
Data Protection Policy	Electronically/website	Nil
Student Admission and enrolment		
Admissions Policy	Electronically	Nil
College Fees and Course Costing Policy	Electronically	Nil
Student Discipline		
Disciplinary Policy	Electronically	Nil
Assessment Appeal Procedure	Electronically	Nil
Customer Feedback Policy	Electronically	Nil
Student Learning Support Services		
ILT Strategy Summary	Electronically	Nil
Teaching and Learning Policy	Electronically	Nil
Student Welfare		
Safeguarding Children Vulnerable Adults Policy	Electronically/website	Nil
Attendance and Punctuality Procedure	Electronically	Nil
Safeguarding children and Vulnerable Adults Policy	Electronically	Nil
Student Handbook	Electronically	Nil
Educational Visits and Off Site Activities Procedures	Electronically	Nil

Information Services

Class/Description	Manner	Fee
Availability and conditions of use of facilities		
ILT Strategy	Electronically	Nil
Student Handbook	Electronically	Nil
Computing Monitoring and Code of Conduct	Electronically	Nil
Mission Statements and related documents		
Mission Statement	Electronically/website	Nil
College Charter	Electronically/website	Nil

Policies with regard to data and information		
Data Protection Policy	Electronically/website	Nil
Privacy and Cookies Statement	Electronically/website	Nil
Procurement and Disposal Policies		
Financial Regulations	Electronically	Nil

Teaching and Learning

Class/Description	Manner	Fee
Academic Year Dates		
College Calendar	Electronically	Nil
Further Course Information		
Course Leaflets	Paper/website /Electronically	Nil
Information on internal procedures for assuring academic quality and standards		
Quality Policy	Electronically	Nil
Self Assessment Review (previous year)	Electronically	Nil
Assessment Appeals Policy	Electronically	Nil
Teaching and Learning Policy	Electronically	Nil

External Relations

Class/Description	Manner	Fee
Government and Regulator relations		
Ofsted Report	Electronically	Nil
Marketing and Recruitment		
Prospectus	Paper/website	Nil
Open Days	Electronically/website	Nil
Course leaflets	Paper/website / Electronically	Nil
Public Relations		
Newsletters for students, staff and employers	Electronically/website	Nil
Website	www.grantham.ac.uk	Nil
Facebook - www.facebook.com/GranthamCollege	Electronically	Nil

Requesting information not covered by the scheme

If you would like to request information from Grantham College under the Freedom of Information Act (where the information is not already on our website (in the policies) you can either:

- Write to the address below
- Or email thart@grantham.ac.uk

Director of Funding, Planning and Information, Grantham College, Stonebridge Road,
 Grantham, NG31 9AP

Please ensure that you state your name, address and details of the information or documentation you wish to access and how you would like it to be sent to you (e.g. paper copy, email etc)

Charging policy

Charges for supplying information will be based on the costs incurred to locate, retrieve and distribute information. The charging rate will be up to £25 per item and will incur postage costs within the UK where applicable. Where the actual cost of retrieving information is over £450 the actual fee may be charged or the college may decline your request and ask you to reformulate. Charges are in line with those specified in the Ministry of Justice Guide to Fees. (https://ico.org.uk/media/1168/fees_cost_of_compliance_appropriate_limit.pdf)

If you are on a low income or benefits an appeal can be made to the College Principal regarding payment of these costs.

When you will receive your information

FOIA stipulates that we should provide a response to a request as soon as practicable, and in any case within 20 working days of receipt of the request. If we cannot meet that deadline we will reply to a request and send an acknowledgement containing an estimated response date.

Comments or complaints

Any comments or complaints about the publication scheme should initially be made to the Freedom of Information Officer at the above address. If we are unable to resolve your complaint, you may complain to the Information Commissioner at the following address:

Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or via email: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

More information

You can find more information about the 'Freedom of Information Act 2000' at the Information Commissioner's Office:

- [Information Commissioner](#)
- [Freedom of Information](#)

Quality Assurance – Version Control			
Review Period:	2 YEARLY	Review carried out by:	Director PIF
Approved by:	SLT	Date Approved:	5.3.24
Equality Impact Assessment Date:	5.3.24	Last Review Date:	Feb 24