



STUDENT COMPLAINTS PROCEDURE

AREA: | **Students**

TOPIC: | **Formal Complaints Procedure**

This procedure shall apply to all students regardless of their disability, gender, ethnicity, sexual orientation, age and religious belief. We will challenge inequality, prejudice and discrimination. Occasionally things go wrong and it is important that you tell us about it at once so that we can try and put it right. The procedure aims to help to resolve individual complaints in a manner which is as fair as possible. It is the College's policy to find a solution to individual complaints as early in the procedure as possible.

Stage 1

If you have a complaint to make about our service, you should in the first instance, approach your course tutor or a member of the teaching team and see if it can be resolved.

Stage 2

If this is not appropriate or if you remain dissatisfied, you may discuss your complaint with the Curriculum Team Leader or Assistant Principal. In such cases you should put the nature of your complaint in writing.

We promise that your complaint will be investigated, normally within ten working days, and that you will receive a full written response. If we should find that your complaint is well founded, we will explain the action which we are taking. If we should find that your complaint is not justified we will give you the reasons.

Stage 3

If after Stage 2 you remain dissatisfied then you should put the reasons for your dissatisfaction in writing to the Deputy Principal.

If you make a written complaint to the Deputy Principal you will receive acknowledgement, normally within three working days.

Following acknowledgement of the complaint we promise that your complaint will be investigated, normally within ten working days, and that you will receive a written response. If we should find that your complaint is well founded, we will explain the action which we are taking. If we should find that your complaint is not justified we will give you the reasons.

Stage 4

If you are still not satisfied by the reasons given by the Deputy Principal, you should write to the Principal, who will acknowledge receipt of your complaint normally within three working days, followed by a written response, normally within ten working days.

Stage 5

If you are still not satisfied, you should contact the Chairman of Governors by writing to the Clerk to the Governors, at the College, who will provide a written response to your complaint normally within ten working days.

If you are studying on a Higher Education course at the College, please see Appendix A of this policy about your entitlement to apply to the Office of the Independent Adjudicator (OIA) if you are dissatisfied with the final outcome of your complaint.

APPENDIX A – OFFICE OF INDEPENDENT ADJUDICATOR REGULATIONS:

For students who are studying on a higher education programme at Herefordshire & Ludlow College, you will be sent a Completion of Procedures Letter by the College (or partner university), after your complaint has gone through the full College/University complaints process. Your Completion of Procedures Letter will outline your entitlement to apply to the Office of Independent Adjudicator (OIA) to review your complaint.

The completion of procedures letter will contain:

- A summary of the complaint or appeal the student has made to the provider;
- The title of the regulations/procedures which were applied;
- A summary of the issues considered at the final stage of the internal complaints procedures;
- The final decision taken by the provider;
- The reasons for that decision;
- Information about the role of the OIA.

The OIA **must receive** a student's Complaint Form **within 12 months** of the date of the Completion of Procedures Letter. For example, if the Completion of Procedures Letter is dated 7 January, the OIA should receive the Complaint Form by 7 January the following year.

<https://www.oiahe.org.uk/making-a-complaint-to-the-oia/online-complaint-form.aspx>

For further information about the Completion of Procedures Letter please contact the PA to the Principal.