



COMPLAINTS POLICY

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INTRODUCTION

Britts Imperial University College is committed to monitoring and evaluating all its services to enhance quality. Feedback and comments on these services are always welcome.

Learners are encouraged to provide feedback to college staff and management via the Student Experience and Campus Committee. For concerns or issues that require particular resolution the Complaints Procedure is the mechanism by which Learner enrolled with the College and other stakeholders can raise an issue for investigation.

In all cases, complaints received will be considered with the highest level of consideration and with full confidentiality of the complainant and college officers wherever possible.

SCOPE

A complaint is defined as an expression of concern or dissatisfaction that requires a response or resolution. This may regard the experience through all the services of the college whether accessed by a member of the public, employers, prospective learners, current learners or alumni. A complaint can be presented to the college verbally or in writing.

AIM

The Britts Imperial University College will ensure fair, accessible and timely procedures for handling learner complaints about the quality of learning opportunities. The outcome from these procedures will facilitate enhancement of the learning opportunities provided.

OBJECTIVES

- Britts Imperial University College will make available opportunities for learners to raise matters of concern without risk of disadvantage.
- Britts Imperial University College will encourage constructive engagement with the complaints process which offers opportunities for early and informal resolution.
- Britts Imperial University College will make its complaints procedures easily available to all higher education learners through college communication systems, supported by the college's Student Advisor.
- The academy will make clear distinctions so that learners know which procedure to follow depending upon where the responsibility for complaints lies
- The policy is intended to provide clear and accurate advice and guidance for learners making a complaint, and for staff involved in handling or supporting complaints.
- Complaints procedures will be conducted in a timely and fair manner.
- The complaints process is monitored by the academy's senior faculty and management body which will review policy and operations following complaints and will require changes to practice where appropriate.
- The management will monitor and evaluate the complaints procedure and reflect outcomes from complaints to enhance learning opportunities.

STAGE 1- INFORMAL PROCESSES

The learner should raise a concern with the course leader, subject lecturer or Student Advisor. The learner should explain their concern which will be noted by the course leader, subject lecturer or senior management.

If a satisfactory resolution can be agreed, then this should be noted by the course leader, subject lecturer or a member of the senior leadership team and signed by the learner and the note taker. A copy of the concern should be sent to the Director/ Branch Head within two working days.

STAGE 2 FORMAL PROCESS

If the learner does not feel that an informal complaint is appropriate, they should email with details of their name, contact details and a brief description of their complaint. The complaint will be logged and receipt acknowledged within 5 working days.

The complaint will be passed to the Academic Head who will contact the complainant to discuss and agree an investigation. Every effort will be made to ensure that contact takes place within 15 working days of receipt of the complaint. If the complainant does not respond to correspondence within 10 working days, the complaint will automatically be closed.

All relevant persons will be interviewed by the Academic Head who will produce a Stage 2 report and recommend actions within 10 working days of the initial discussion for the complainant to consider.

Where the complainant is satisfied with the outcomes of the report and recommended actions, he/she will be asked to sign a statement to that effect.

The report and recommended actions will be sent to the Director for discussion and agreement of further action where the management deems necessary. If the complainant is not satisfied with the outcome from the report and recommended actions, they will be asked to write to the Director/ Centre Head stating the reasons.

STAGE 3 FINAL FORMAL PROCESS

The complainant should write to the Centre Head within 15 working days of receiving Stage 2 report, stating the reasons for dissatisfaction. The following will be taken into account when considering the case:

- Whether there were procedural irregularities or bias in the investigation of the complaint at stage 2
- Whether fresh evidence can be presented which was not available at stage 2.

If the Centre Head is satisfied that either of the above conditions apply, a fresh investigation will be undertaken, to be led by a different investigator. The outcome of this investigation will be presented in a report with recommended actions which the complainant will be asked to consider. If the complainant considers that the proposed report and actions resolve the complaint, they will be asked to sign a document to this effect.

GENERAL POINTS REGARDING THE COMPLAINTS PROCESS

Where a group of learners are making a formal complaint, Britts Imperial University College will discuss how best to resolve the concern and also proceed with the process.

At times it may be more convenient to liaise with a single learner on behalf of the group. If a learner is unsure about the complaints process, it may help to discuss the issue with someone confidentially and independently.

Where a complaint is presented which is found to be malicious or vexatious, the college reserves the right to take action against the individual under the Student Disciplinary procedure. Vexatious activity may include continuous or regular false or inaccurate communications to damage the reputation of an individual or institution, or complaints without evidence of support.