

Quality Manual

Subject	01.08 COMPLAINTS PROCEDURE	Section College Organisation Sheet 1 of 3
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PURPOSE To ensure consistency when dealing with complaints

SCOPE All College staff

RESPONSIBILITY Principal

PROCEDURE

1. If you are a student and you have a complaint about any part of either your learning programme or the College in general (including claims of discrimination or harassment whether at College or on work placements), you should first of all discuss your complaint with your tutor who will try and resolve it for you within ten working days of your discussion. Your complaint will be kept confidential if you wish, provided it is practicable to do so. A record of your complaint and the date on which it was made will be kept by your tutor.

- 1.2 If your complaint cannot be resolved with your tutor you should put it in writing to the Faculty Head. He/she will:
 - acknowledge your complaint within five working days of receipt
 - investigate the issues you raise – this may involve discussion with you
 - write a response to you within ten working days of acknowledgement of your complaint. This will include a full explanation of any rejection of any part (or all) of your complaint.

- 1.3.1 Where issues take longer than ten working days to investigate you will be kept informed on the progress of the investigation.

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Issue	10
Author	Principal
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- 1.4 As a student you may also:
- appeal on the issues relating to the assessment of your work through the College's Academic Appeals Procedure. This is published in the Student Handbook. There is a separate appeals procedure for HE. The information is published in the UCS student handbook.
 - involve a member of the Student Council in the handling of your appeal
 - appeal to the Principal by writing a letter detailing your complaint and the handling of it to date
 - appeal within 10 working days of the outcome of our complaint to the Governing Body by writing to the Clerk to the Governors at the College.
 - as a last resort, after all procedures have been followed, complain to the Learning and Skills Council (LSC) or the Higher Education Funding Council for England (HEFCE) depending on which organisation is responsible for your course. If your complaint concerns a course which is part of the Faculty of Adult Education's non qualification course programme, you should complain to the Suffolk Learning and Skills Council
2. If you are a parent or employer of a student and you have a complaint, you should first of all telephone or make an appointment to see the Faculty Head in which your son, daughter or employee is enrolled in order to discuss the issues of concern.
- 2.1 The Faculty Head will attempt to resolve the issues within ten working days of your discussion. Your complaint will be kept confidential if you wish provided it is practicable to do so. A record of your complaint and the date on which it was made will be recorded by the Faculty Head.
- 2.2 If your complaint cannot be resolved with the Faculty Head you should put it in writing to the Principal. She will:
- acknowledge your complaint within five working days of receipt
 - investigate the issues you raise – this may involve a discussion with you
 - write a response to you within ten working days of acknowledgement of your complaint. This will include a full explanation of any rejection of any part (or all) of your complaint.
- 2.3 Where issues take longer than ten working days to investigate you will be kept informed on the progress of the investigation.
- 2.4 As a parent or employer you may also:
- appeal to the Governing Body by writing to the Clerk to the Governors at the College
 - as a last resort, after all procedures have been followed, complain to the Learning and Skills Council (LSC) or the Higher Education Funding Council for England (HEFCE) depending on which organisation is responsible for your course. If your complaint concerns a course which is part of the Faculty of Adult Education's

non qualification course programme, you should complain to the Suffolk Learning and Skills Council.

3. If you are a member of the public and you have a complaint about any aspect of the College's work you should put your complaint in writing to the Principal.
 - 3.1 The Principal will attempt to resolve the issues within ten working days of receipt of your letter. Your complaint will be kept confidential if you wish, provided it is practicable to do so. A record of your complaint and the date on which it was made will be recorded.
 - 3.2 If your complaint is still not resolved to your satisfaction you may:
 - appeal to the Governing Body within 10 working days by writing to the Clerk to the Governors at the College
 - as a last resort, complain to the Learning and Skills Council, the organisation responsible for your course.
4. All written complaints will be logged on a complaints record system. The system will be monitored as part of the College's quality assurance system. Each Faculty and College department must keep a complaints log. All telephone complaints must be logged.
 - 4.1 Copies of all written complaints or notes of a telephone call must be sent to the Principal within 24 hours of the receipt of the complaint.
 - 4.2 Copies of all complaints relating to HE provision must also be sent to the HE Manager. Copies of formal complaints made by individual HE students to College managers will be forwarded by the HE Manager to the Secretary and Clerk's office of UCS.
 - 4.3 If a complaint is made directly to the Principal a copy of the letter of complaint or notes from a telephone call will be sent to the appropriate line manager on the day the complaint is received. A written response should be sent to the Principal within 24 hours whenever possible but no later than 48 hours.
 - 4.4 Issues raised as a result of complaints which are accepted as a weakness on the part of the College will be addressed as part of the College's quality improvement system.