

# STEPHENSON COLLEGE

## 1. Complaints Policy

In pursuit of its aim of achieving continuous improvement in performance, the College wishes to be informed of any area which is causing dissatisfaction to its customers. It will seek to resolve any complaint and to find ways to eliminate areas of dissatisfaction.

## 2. Complaints Procedure

### 2.1 Purpose

To describe how the College will respond to a complaint in order to attempt to resolve it to the satisfaction of the complainant and prevent a recurrence.

### 2.2 Scope

This procedure shall apply to complaints made by any learner, parent, employer or member of the community using the College's services or facilities. If a complaint is specifically about some aspect of governance it should be referred directly to the Chair of Governors. A response to the complaint will be made within five working days of its receipt.

If the complaint is not resolved the complainant may write to the Skills Funding Agency. Unresolved complaints will be dealt with within 6 months.

If you are on a Higher Education course and having followed the College's procedure, you feel the complaint has not been resolved to your satisfaction, you can then contact the College's partner university, where applicable.

### 2.3 Responsibilities

2.3.1 The responsibility for implementing this procedure shall lie with the lecturer or other member of staff involved at the informal stage.

2.3.2 The responsibility for implementing this procedure shall lie with the Student Services Manager at formal stages 1 and 2 and with the Director of Quality and Development for appeals.

2.3.3 The Student Services Manager shall ensure that learners are made aware of this procedure.

### Procedure

#### 2.4

##### 2.4.1 *Informal Stage*

- a) In the first instance, the member(s) of staff involved should attempt to resolve the problem informally by talking with the complainant.
- b) If the complaint cannot be resolved informally to the satisfaction of the complainant then the formal procedure shall be invoked.

#### 2.4.2 **Formal Stage 1**

- a) The complainant shall contact Student Services who will provide a Complaints Form (COM1) for completion. Alternatively, a letter of complaint will be accepted.
- b) Student Services staff will help with the completion of the form if so requested. If the complaint is by letter, this shall be attached to a complaints form for processing.
- c) Upon receipt of a written complaint, Student Services staff shall either:
  - i. send a copy of the complaint to the Faculty Head or Manager of the Section involved, or
  - ii. decide that the complaint is of a serious nature and invoke Stage 2 of this procedure
- d) The Faculty Head/Manager involved shall, upon receipt of a written complaint on form COM1 or by letter:
  - i. attempt to resolve the complaint to the satisfaction of the complainant
  - ii. complete the relevant section of form COM1 and return it to Student Services within five working days of its receipt
- e) After receiving a reply, the complainant has up to 2 weeks to respond if they are not satisfied. If there is no response it will be assumed that the complainant is satisfied and the complaint will be considered resolved.
- f) If the complaint is not resolved then Stage 2 of this procedure shall be invoked.

#### 2.4.3 **Formal Stage 2**

- a) Student Services shall send written details of the complaint (form COM1) to the Student Services Manager or to an independent Manager if the complaint involves Student Services.
- b) The Student Services Manager or an independent Manager shall, upon receipt of the complaint:
  - i. attempt to resolve the matter to the satisfaction of the complainant
  - ii. complete the relevant section of form COM1 and return it to Student Services within five working days of its receipt
- c) If the complaint is not resolved at this stage, the complainant has the right of appeal.
- d) If the complainant does not write to appeal against the response to the complaint within 4 weeks of receiving a reply; it will be assumed that the complainant is satisfied with the response and the complaint will be considered resolved.

#### 2.4.4 **Appeal**

- a) Upon receipt of a form COM1 giving notice of appeal by a complainant against a decision made at Stage 2 of this procedure, Student Services shall, forthwith, pass the notice to the Director of Quality and Development.
- b) The Director for Quality and Development shall reply to any such appeal within five working days and this reply will be final.

#### 2.4.5 **Higher Education Student (currently on programme) Appeal Via the Office for the Independent Adjudicator for Higher Education (OIA)**

In the event that the complainant is not reasonably satisfied with the outcome at Formal Stage 2, the complainant may request an independent review by the Office of the Independent Adjudicator (OIA). In order to do so the complainant must obtain a Completion of Procedures letter from the College. This confirms that the institution has completed consideration of the case through their procedures. In such circumstances, the complainant should forward a completed Scheme Application Form to the OIA, who will review the complaint independently in due course.

Scheme Application Forms are available from the OIA at:

Office of the Independent Adjudicator,  
3rd Floor, Kings Reach, 38-50 Kings Road, Reading, RG1 1AA  
Telephone: 01189 599813  
Email: [enquiries@oiahe.org.uk](mailto:enquiries@oiahe.org.uk)  
Website: [www.oiahe.org.uk](http://www.oiahe.org.uk)

## 2.5 **Records of Complaints**

Student Services shall ensure that records of every formal written complaint are kept for a period of at least three years.



## COMPLAINTS FORM (COM1)

No	<input type="text"/>	Date of Issue	<input type="text"/>
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*Describe the nature of your complaint as fully as possible; include dates and times of all incidents*

*If there is insufficient space continue on additional sheets and attach them to this document  
Letters of complaint to be attached to this document*

Signature \_\_\_\_\_ Date \_\_\_\_\_

To Complainant - send or take this form to: Student Support Services, Stephenson College,  
Thornborough Road, Coalville, Leicestershire,  
LE67 3TN

**MAKE SURE YOU KEEP A COPY OF THIS FORM**

Name

Address

*FOR OFFICE USE ONLY*

Received By \_\_\_\_\_

*Date*

*No of Extra Sheets*

**Stage 1** - to be completed by the member of staff involved

Complaint Resolved  Yes  No

Name \_\_\_\_\_ Date Received \_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_

**Stage 2 Reply**

Complaint Resolved  Yes  No

Name \_\_\_\_\_ Date Received \_\_\_\_\_  
Position \_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_

**Appeal**

Name \_\_\_\_\_ Date Received \_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_

Appeal Forwarded to SFA YES / NO  
Signature \_\_\_\_\_ Date \_\_\_\_\_  
Deputy Principal

