



STUDENT COMPLAINTS POLICY

EFFECTIVE DATE	:	SEPTEMBER 2015
REVIEWED BY	:	QUALITY MANAGER
NEXT REVIEW	:	NOVEMBER 2023
POLICY NUMBER	:	QA-8

Student Complaints Policy and Procedure

UK VERSITY welcomes feedback from its students. Feedback will be taken seriously and, where appropriate, action will take place as a result.

At the heart of the process of self-assessment and the quest for continuous improvement lies the need to invite student feedback. This will take place in a range of informal and formal ways. The Complaints procedure is one of the ways in which feedback is gained.

Complaints will be dealt with as quickly as possible exceeding the service standards whenever possible.

Where the nature of the complaint is about an assessment decision, this will be dealt with in accordance with the UK VERSITY Academic Appeals Policy.

Complaints, which are about equal opportunities, harassment and/or bullying, will be dealt with in accordance with the appropriate policy and procedures.

Purpose/Scope

This policy and procedure seek to ensure that staff deal with complaints and compliments in a consistent and thorough way and that Students are fully informed of the process.

- Complaints are welcomed as part of continuous improvement
- The Training Provider is committed to Equal Opportunities and is working in line with relevant legislation including the Equality and Diversity Act
- Complaints will be dealt with fairly and in accordance with the Training Provider Policy and Procedure
- Complaints will be dealt with quickly and efficiently to the standards set in the procedures
- The Complaints Policy will be widely publicised
- Complaints will be monitored and reported on annually.

Responsibilities

Complaints Administrator: Responsible for overseeing and centrally collating the Complaints and ensuring they are dealt with within the timescales set out within the Policy

Administration and Services: Responsible for overseeing the Complaints Policy and ensuring that the complaints are dealt with appropriately and that reports are produced for the Principal termly.

Procedures

Dealing with Complaints/Compliments

Every attempt should be made to resolve concerns/issues informally at the earliest stage by the staff responsible for that area/service. For example, most problems related to courses can be dealt with informally or via the Committees.

Teaching

Where the issue relates to teaching and conduct within the classroom, the learner will, where possible: in the first instance discuss the issue with the lecturer concerned. If this does not resolve the issue, then the student will discuss the issue with the Pastoral Tutor or Student Welfare Officer.

General Issues

If a student has a complaint about issue other than teaching, then the student will discuss the issue with their Course Leader.

The following procedure is provided for those circumstances where issues are not resolved informally and/or a formal complaint is made directly in whatever format. For example, letters, phone calls or other verbal complaints should be dealt with according to these procedures ensuring that they are officially recorded, and the feedback is formally, centrally monitored.

UK VERSITY Complaints Form (Appendix 1) shall be available in the following places:

- Moodle/ VLE
- From Office and
- Course leaders

Copies of the full policy will also be available on the Website

Procedure

1. All formal complaints/compliments should be forwarded to the Administration and Services, whether they are on official forms, in letter form or taken orally. Where taken orally, customer details and a contact point must be recorded.
2. In the majority of cases the individual concerned will make the complaint. However, an advocate may be appropriate in certain circumstances.
3. All complaints shall be sent either via email or directly to the Administration and Services.
4. Upon receipt of the complaint/compliment the Administration and Services shall categorise the type of complaint by:
 - a. Nature of complaint e.g.
 - Equal opportunities or harassment
 - Academic/learning issues

- Bullying
 - Service
5. The Administrator with responsibility for complaints to acknowledge receipt of the complaint with an explanation of immediate action and by whom. The acknowledgement will be within 3 working days.
 6. The Administrator will log the complaint and ensure a full response from the person delegated to respond, within 10 working days. Where a full investigation cannot be completed within the timescale, the manager responsible will draft an interim response describing the action being taken and a date for the full response.
 7. Where a complaint is upheld the full response shall contain an indication of the steps being taken to address the issue.
 8. Administration must approve draft and full responses prior to distribution and copies held centrally.
 9. If the complainant is not satisfied with the response, they may refer their complaint to the Principal who will make the final decision for the Training Provider

Reporting:

The Administration will prepare termly reports to SMT of the number, type of complaint and action taken. Complainants' identities will be confidential.

The Administration will provide an annual analysis and summary of complaints, to the Principal and SMT.

Monitoring the Policy/Procedures

The Quality Policy and Procedures for Complaints shall be reviewed annually and amended as appropriate.

UK Versity as a BAC accredited College and follow a formal students complaints procedure. If the complaint is not satisfactorily resolved, then you can refer this to BAC Complaint procedure which is available on the website link - <https://www.the-bac.org/bac-complaints-procedure/>

BAC can only pursue a complaint if you provide us with written and signed authorisation to do so. Formal letters of complaint should be posted to BAC's London office.

Note: A flow chart of the Training Provider Procedures is attached at Appendix 2

Policy/Procedure Status

Approved by

Date: 1 Sept 2020

APPENDIX 1

COMPLAINTS FORM

UK Versity Online is committed to providing an excellent service in all aspects of its provision. We therefore welcome your comments as part of our quality improvement process

If you would like a copy of the Complaint Policy and Procedures for dealing with Complaints, this is available from centre or on the Website

Name:

Tel (Optional):

Address:

Course (if applicable):

Date:

You may continue over or attach an additional sheet of paper

Thank you for your comments. Please complete the details below if you would like an acknowledgement. Leave the form at the Training Provider Reception where it will be forwarded to the Administration and Services

FOR OFFICE USE ONLY

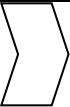
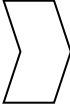
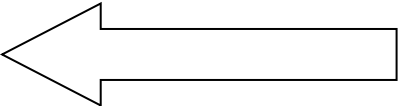
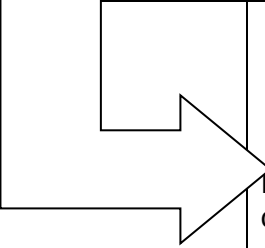
Acknowledgement date:

Copied to:

For Information/Action/Response

File Code:

COMPLAINTS PROCEDURE FLOW CHART

	Administration and Services	Administrator for Complaints Procedure	Person Nominated to Deal with Complaint
Letters Training Provider Complaints Form	Letter/complaint received and person allocated to deal with complaint. Directs administrator as to where complaint should be sent to be dealt with (person responsible for the area within which the complaint has been made) and allocates category to the complaint	 Sends acknowledgement to complainant naming person who will investigate and respond (within 3 working days). Copies complaint to nominated person	 Investigates complaint
		Logs process and ensures the complaint is dealt with within the time scales laid down in the policy and procedures	Writes letter in response to complaint and sends to Administration and Services
	Checks and approves response letters		
		Response Letter sent to complainant	Where possible takes action to address and rectify the issues raised in the complaint. Where necessary refer actions to Manager to address the issue.
		Files copy of full response	
	Provides termly summaries to Principal	Provides Principal with database summary as appropriate	
	Provides reports to Academic Committee		