

**Complaints Policy and Procedures**

**City College Limited**

69 Steward Street

Birmingham

B18 7AF

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| Title  | Complaints Policy and Procedure | Department  | Quality  |
| Location  | Sharepoint  | Author  | SS |
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| V.3 | PWA | May 2020 | Review |
| V.4 | PWA | January 2021 | Review |

**Key Person(s)**

**Managing Director**

**Associate Director for Quality and Partnerships**

**Higher Education Manager**

**Chief of Staff**

**Complaints Policy and Procedure**

# Policy Statement

City College is committed to provide fair, friendly, healthy and tolerant environment for all staff, students, visitors and stakeholders. The College aims to operate in the interests of improvement and in spirit of open, fair and transparent processes. If any persons feel they have not or are not being treated fairly or an existing College policy is unfair or in need of improvement, the College warmly welcomes that person to make a formal or informal complaint or suggestion to the College administration. The College will ensure all complaints or suggestions reach to the relevant person and are dealt with under the terms of this policy

Although the College makes every effort to ensure all its services are delivered the highest possible standard, there might be many causes of a complaint ranging from:

* the way in which a programme or programme is taught or assessed
* the availability of learning support
* information in prospectus or in advertising or promotional material
* any deficiencies in the College's service or performance
* complaints arising from the provision of reasonable adjustments
* to general behaviour of staff or students
* facilities

This Policy is not intended to replace existing procedures, staff and students should read this policy in context and:

* If any concerns relate to treatment as a student or staff member, they should be raised either under Bullying and Harassment Policy
* If the concern is about issues of a serious nature in the broader public interest, they should be raised through the Whistleblowing Policy

## Informal Complaints

All informal complaints will be dealt with promptly. These complaints can be made to a personnel tutor, programme coordinator, the administrative staff or students’ representatives. For students who wish to resolve an issue more quickly, they should contact their Programme Lead in the first instance. The College would aim to resolve informal complaints by listening arguments from both parties and to reach on a solution acceptable to both. If either party is unsatisfied with the decision, the matter can be taken up further in the form of a formal complaint as outlined below.

**Formal Complaints (grievances)**

If a complaint is either not settled informally or the complainant has a grievance, for example, a complaint of a serious nature, it should be submitted as a formal complaint. Formal complaints should be submitted in writing to a senior administrator or Department Manager who will then pass it to the relevant panel.

A senior administrator or Department Manager, as appropriate, will contact the person responsible for the service in question and ask them to take action to resolve the complaint. A written record will be kept of the complaint and its outcome will be monitored. The complainant will be informed the outcome in writing by the person responsible for the service within 10 working days.

In the event that a senior administrator or Department Manager is not able to resolve the complaint, it will be passed to the Managing Director. The Managing Director will take one of the following actions:

* Resolve the dispute with the appropriate person
* Dismiss the complaint if they feel it is frivolous or vexatious, or otherwise lacking in merit, or if it has, in their opinion, been dealt with satisfactorily
* Refer the case to the awarding body, set up an arbitration or mediation process, or refer the case to any prime contractors or stakeholders

The complainant will be informed of the outcome in writing within 10 working days of the Managing Director receiving it.

**External Organisations**

Depending on the nature of the complaint, it may be possible for the complainant to appeal the College’s decision with an external agency. This should be done formally when a suitable agreement has not reached through internal College process.

Students on Pearson programmes may seek resolution from the [Pearson](https://qualifications.pearson.com/en/contact-us/feedback-and-complaints.html) as the awarding organisation, or, if relevant from the partner organisation, for example, [Leicester College](https://leicestercollege.ac.uk/about/corporate-information/)

Where all the above procedures are exhausted without suitable agreement, students may ask the Office of the Independent Adjudicator for Higher Education (OIA) to review their case. Information on the OIA scheme can be found at [www.oiahe.org.uk](http://www.oiahe.org.uk/)

In line with the Office of the Independent Adjudicator (OIA) a Completion of Procedures Letter will be issued within 28 days after the College’s internal process has been completed.

**Related Policies**

This policy needs to be read in conjunction with other policies including:

* Academic Misconduct Policy
* Appeals Procedure
* Bullying and Harassment Policy
* Quality Assurance and Delivery Policy
* Health and Safety Policy
* Equality and Diversity Policy
* Whistleblowing Policy
* Student Disciplinary Policy
* Fitness to Practice Policy
* Fitness to Study Policy
* Governance Code
* Academic Freedom Policy