



## STUDENT COMPLAINTS POLICY

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**EFFECTIVE DATE : 10 NOVEMBER 2014**  
**REVIEWED BY : QUALITY MANAGER**  
**NEXT REVIEW : NOVEMBER 2019**  
**POLICY NUMBER : QA-03**

## **Student Complaints Policy and Procedure**

### **Policy Statement**

UK Versity Online 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 Online 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 seeks 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 School is committed to Equal Opportunities and is working in line with relevant legislation including the Equality Act 2010
- Complaints will be dealt with fairly and in accordance with the School 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 every term.

## **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 Pastoral Tutor or Student Welfare Officer.

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

- School Reception and Administrator Room
- From 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. Student Liaison is available to help if required.
3. All complaints shall be sent either via School Reception 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
  - b. By delivery site and programme area
5. The Administration and Services will direct 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 Complaints 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 and Services 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 School

### **Reporting:**

The Administration and Services will prepare every term reports to Academic Board of the number, type of complaint and action taken. Complainants' identities will be confidential.

The Administration and Services will provide an annual analysis and summary of complaints in the Self Assessment Report, to the Principal and the Academic Board.

### ***Monitoring the Policy/Procedures***

The Policy and Procedures for Complaints shall be reviewed annually by Quality Committee and the Principal and amended as appropriate.

**Note:** A flow chart of the School Procedures is attached at Appendix 2.

### **Policy/Procedure Status**

Date:	November 2014
Review date:	November 2018
Location/Access:	Website, Reception, and Course Leaders
Person responsible:	Administration and Services.

## 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 School Policy and Procedures for dealing with Complaints, this is available from Reception 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 School Reception where it will be forwarded to the Administration and Services

#### **FOR OFFICE USE ONLY**

Acknowledgement date:

Copied to:

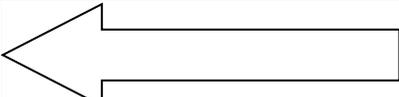
For Information/Action/Response

File Code:

Appendix 2



## COMPLAINTS PROCEDURE FLOW CHART

	Administration and Services		Administrator for Complaints and Compliments Procedure	Person Nominated to Deal with Complaint
<b>Letters School Complaints Form</b>	<p>Letter/complaint received and person allocated to deal with complaint.</p> <p>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</p>		<p>Sends acknowledgement to complainant naming person who will investigate and respond (within 3 working days).</p>	<p>Investigates complaint</p>
			<p>Copies complaint to nominated person</p>	
			<p>Logs process and ensures the complaint is dealt with within the time scales laid down in the policy and procedures</p>	<p>Writes letter in response to complaint and sends to Administration and Services</p>
	<p>Checks and approves response letters</p>			
			<p>Response Letter sent to complainant</p>	<p>Where possible takes action to address and rectify the issues raised in the complaint. Where necessary refer actions to Manager to address the issue.</p>
			<p>Files copy of full response</p>	
	<p>Provides every term summaries to Principal</p>		<p>Provides Principal with database summary as appropriate</p>	
	<p>Provides reports to Academic Committee</p>			