



ANGLO SKILLS COLLEGE

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Anglo Skills College
Certification N°.108
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ANGLO SKILLS COLLEGE



STUDENTS APPEALS & COMPLAINTS PROCEDURE

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| Originator | <i>Administration Office</i> |
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| Approved By | <i>Principal</i>  |



Student Complaints Procedures

1. Introduction

1.1 Anglo Skills College has a commitment to providing high quality services and facilities for its students. The College welcomes and promotes the views and suggestions of students as these play an important role in its attempt to constantly improve the services that it offers. However, there may be occasions when students are dissatisfied with particular aspects of the College and wish these issues to be addressed.

1.2 It is hoped that the majority of these situations will be resolved as part of normal, informal communication. The need for more formal procedures is recognized however and for this reason this formal complaints procedure can be accessed by any student of the College.

1.3 Nevertheless the College reserves the right not to proceed with a complaint where an initial investigation shows that there is insufficient evidence to justify further action.

1.4 A complaint is defined as an oral or written expression of dissatisfaction about an aspect of a service or facility provided by the College. Complaints arise where a student is dissatisfied with the provision of goods, services or facilities by the institution or the terms and conditions on which they are offered or the level of performance by the staff undertaking the provision.

2. Principles

2.1 The Student Complaints Procedure is for use by students on all official College courses and activities and applies to all services received by students.

2.2 Complaints will be handled sensitively with both consideration and confidentiality for both students and staff. Anyone named in a complaint will be informed of the subject of the complaint and will have the right to reply to it. Information contained within the complaint will be made available only to those members of staff involved in its resolution.

2.3 No student bringing any complaint, whether successfully or otherwise will be treated less favorably by any member of staff than if the complaint had not arisen.

3. Categories of Complaints

3.1 Complaints about your Course

- The first point of contact for a complaint about any aspect of your course should be your lecturer or tutor.
- If students wish to make a complaint, they may in the first instance wish to discuss their complaint informally and confidentially with a student adviser at student services. (Admin)

3.2 Complaints about your Lecturer/Tutor

- Students may approach the lecturer or tutor either personally or through the class representative to raise particular issues. At that stage, the lecturer should attempt to resolve the problem.
- If that is not possible or you are dissatisfied with the response, the lecturer should inform you that the complaint may be made in writing to the Principal.



3.3 Complaints about another student

- Try to resolve the situation with the other student concerned.
- If the situation remains unresolved and/or you feel that you cannot approach the other student because you feel threatened or intimidated, contact your lecturer/tutor or a member of staff at the Administration Office.
- If the situation still cannot be resolved you can make a formal complaint in writing, to the Principal.

3.4 Complaints about non-course matters

- This section refers to those issues relating to college facilities (e.g. services, buildings, health and safety, college environment, etc)
- In such cases: you should approach the Administration Office and outline the nature of the problem. The Administration Office Student Association will undertake to discuss the issue with the appropriate senior management staff member. You will receive an answer normally within 5 working days outlining the course of action to be taken.
- Should the matter remain unresolved, your representative will then refer the matter to the Principal.

3.5 Unresolved Complaints

If, after going through all stages of the procedures outline you are still dissatisfied with the handling of your complaint, you can apply in writing to the College Principal, Anglo Skills College, The Hub, 40 Friar Lane, Nottingham, NG1 6DQ

4. Parameters

Students should note that protocols exist which affect the use of the Student Complaints Procedure.

4.1 Policies or Procedures

- The Student Complaints Procedure may not be appropriate if the complaint concerns the process or content of an established College policy or procedure relating to an academic or service department.
- Matters relating to the content of courses, modules or programmes should be addressed to the tutor in person.

4.2 Anonymous Complaints

- Complaints require investigation to enable resolution; where a complaint is made anonymously, it will not be possible to undertake such an investigation.
- For practical reasons, therefore, no action will normally be taken in the event of complaints made anonymously. There may, however, be exceptional circumstances where the College deems it appropriate to take action or investigate a matter on the basis of a complaint that is made anonymously.

4.3 Group Complaints

- Where a complaint is brought by a group of students, one person should be prepared to identify him/herself as spokesperson and correspondent for the purposes of the Formal Procedure, and each member of the group must be able to demonstrate that he/she has been personally affected by the matter which is the subject of the complaint.



4.4 Third Party Complaints

- No investigation of a complaint made on behalf of a student will be undertaken without that student's written agreement to the concerns raised and written consent for an investigation to be carried out. This includes complaints made by a carer or relative of the student concerned.

4.5 Vexatious or Malicious Complaints

- The College may consider invoking the disciplinary procedures under the Student Disciplinary Procedure and Code of Conduct in those cases where complaints are found to be vexatious or malicious. A vexatious or malicious complaint is defined as a complaint which is patently unsustainable, having been put forward to abuse the process of the Student Complaints Procedure or, for example, to attempt to defile the name or character of another person.

5. Informal Complaints Procedure

5.1 Students who are dissatisfied in any way should in the first instance review whether they have fulfilled their responsibilities about which they are complaining. The complaint should then be made informally to the member of the College's staff who is directly responsible for the problem. This may be the course tutor.

5.2 It is always the responsibility of the person to whom the complaint has been made to deal with the situation promptly and try to put things right as soon as reasonably possible. Not all of the College's staff are full-time employees; some are employed only to teach on one course per week at the College. In some circumstances, a week or more may elapse between a complaint being sent and the first attempt to deal with it.

5.3 In any event a student should normally expect to receive a written or verbal acknowledgement within 10 working days and a full written or verbal response within one calendar month. This timescale may be extended during College holidays.

5.4 It is hoped that most complaints will be resolved informally. If a complaint concerns discriminatory behavior, harassment or matters of a sensitive nature which the student feels she or he could not rise with the member of the College's staff who is directly responsible for the situation in question, the matter should be treated as a formal complaint.

6. Formal Procedure

6.1 If the student is not satisfied with the steps taken to resolve the problem informally, a formal complaint should be made. This can be done by letter. The complaint should detail the aspect the student believes has not been fulfilled, explain the problem that has arisen and set out what the student wishes the College to do to correct the situation.

6.2 The complaint should be sent to the Principal. A written acknowledgement of the receipt of the complaint will be made by the Principal within five working days.

6.3 The Principal will attempt resolution at this stage either by correspondence between the parties. The circumstances of the complaint will dictate which of these methods is considered most likely to result in a resolution of the complaint to the satisfaction of the student. It is anticipated that Stage 1 of the Formal Procedure would normally be completed, with a response in writing from the Quality Manager, within two calendar months of the receipt of the complaint. This timescale may be extended during College holidays. Where this is not possible the complainant will be kept informed of the progress.

6.4 The written reply to the student will set out the conclusions and reasons for them. If the student's complaint is upheld, the reply will contain a formal apology and set out any proposed action the College intends to take and the appropriate timescale for such action.

6.5 In the event of the complaint being against the Principal, all the procedures outlined shall apply, but that the role ascribed to the Principal shall be taken by the Chair of the Governors or his/her nominated deputy.



- 6.6 Any appeal must outline the reasons for continued dissatisfaction and the grounds for appealing against the conclusions of the investigation of the formal complaint, providing new evidence and/or reasons why the student feels that the investigation was not carried out adequately.
- 6.7 Should a Complaint Hearing be appropriate, the Principal should arrange for a panel to be convened to investigate the matter on his/her behalf and review the way in which the complaint has been dealt with. It will be chaired by a head of department unrelated to the complaint. The panel will consist of one other member of academic or support staff drawn from an Academic or Service Department unrelated to the complainant. The student may be accompanied by a friend or representative at this meeting.
- 6.8 The Complaint Hearing will take place, normally within one calendar month (excluding College holidays) of receipt of the complainant's appeal. The Principal will then report his/her conclusions to the student and the relevant Department or Service within one calendar month of the meeting (excluding College holidays). The reply will set out the Principal's conclusions and the reasons for them. If the student's complaint is upheld, the Principal's reply will contain a formal apology and set out any proposed action the College intends to take and the appropriate timescale for such action.
- 6.9 The Principal's decision will be final and the complainant will have no further right of appeal under this Procedure, except where the complainant believes there was a significant failure to follow correct procedure.
- 6.10 In this circumstance, the student representative, on behalf of the complainant, may request that the Chair of Governors reviews the case.

7. Monitoring and Evaluation

- 7.1 The Quality Assurer will oversee the tracking of complaints and will ensure that records show the nature of the complaint, how it was dealt with, the time taken for each part and the outcome.
- 7.2 The Student Complaints Procedure is one aspect of the College's quality assurance procedures; complaints are therefore considered as important feedback and, where appropriate, will be used to facilitate improvements to services and facilities.
- 7.3 The Quality Assurer will organise activities to raise awareness of the Student Complaints Procedure and how it is to be used.

8. Accompaniment at the Complaint Hearing

- 8.1 The complainant, if he/she wishes, may be accompanied at a Complaint Hearing by a friend or representative for support or representation as appropriate. The friend or representative shall be permitted to put forward the student's case under the direction of the Chair of the Complaint Hearing, and shall be permitted to ask questions of the College representatives.
- 8.2 In the event that the complainant is unable to attend, the Complaint Hearing will be rescheduled. The complainant may be accompanied by a friend or relative at the Complaint Hearing.

9. Appeals Procedure relating to Internal Assessment Decisions

Anglo Skills College is committed to ensuring that:

- 9.1 Internal assessments are conducted by a staff member that has the appropriate knowledge, understanding and skills.
- 9.2 Assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant Specifications for each subject.
- 9.3 The consistency of internal assessment is assured through internal standardisation as set out by the Awarding Bodies.



9.4 Staff responsible for internal standardisation /assessment attends any compulsory training sessions.

10. Office of the Independent Adjudicator

Students at Anglo Skills College who remain dissatisfied with the final outcome of the Academic Appeal Process may make a complaint to the Office of the Independent Adjudicator for Higher Education. This is a free service to students and details can be found on the OIA website www.oiahe.org.uk or by writing to the OIA at:

OIA

Third Floor, Kings Reach

38-50 Kings Road

Reading RG1 1LX

11. Written Appeals Procedure

- Students have the right to appeal against certain academic decisions. Here are the following stages which students will need to go through

Stage 1: Speak to you assessor in regards to the assessment

Stage 2: If still unhappy with the decision, complete *Pro-Forma* form (attached at the back of this handbook) and hand to Internal Quality Assurer.

Stage 3: if still unresolved, an appeal panel will be drawn where witnesses can be invited to give statement or evidence in your favour.

Stage 4: If the first 3 stages still have not resolved your case then the appeal can be brought to the attention of the accreditation body or the relevant examining board.



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Private
Further
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Anglo Skills College
Certification N°.108
Educational Oversight 2012
educationaloversight.co.uk/108

Appeal Form

Student ID:

Candidate Name:

Course Name:

Course Level:

Assessment Date:

Assessors Name:

Background Appeal Information:

Candidates Signature

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Date

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