

Title:	Student Complaints Policy and Procedures
Policy Number:	P002
Approval Date & Version:	March 2022, Ver.4.7
Approved by:	Academic Board (AB)
Next Review Date:	January 2024

External Reference Points:

External Source	Reference Points
UKQC- Core Practices	<ul style="list-style-type: none"> The provider has fair and transparent procedures for handling complaints and appeals which are accessible to all students.
UKQC- Advice and Guidance	<ul style="list-style-type: none"> Concerns, Complains and Appeals
Awarding Body Reference	<ul style="list-style-type: none"> Programme Specifications London Met Academic Regulations London Met Quality Manual Pearson BTEC Recognition of Prior Learning Policy
Other reference Points	<ul style="list-style-type: none"> NCL Quality Assurance Manuals Student Handbooks/ Course Handbooks
	<ul style="list-style-type: none"> Appeal Against Admissions Decision Policy Assessment Decision Review Request Policy Equality and Diversity Policy Student Engagement Policy Extenuating circumstances/ Mitigating Circumstances Policy (EC/MC Policy) Personal tutoring and Student Support Policy and Procedures Teaching and Learning Policy Assessment Policy
	<ul style="list-style-type: none"> Equality Act 2010 OIA Good Practice Framework for complaints and Academic Appeals NCL Strategic Plan 2020-25

1. Aims of the Policy:

The College recognises that students may have legitimate worries about their programme; the availability and quality of facilities; or other students or staff.

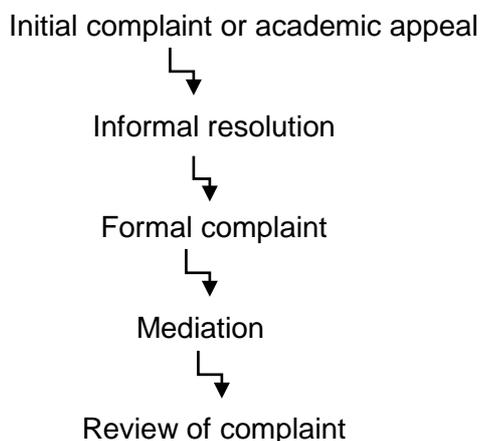
2. Policy:

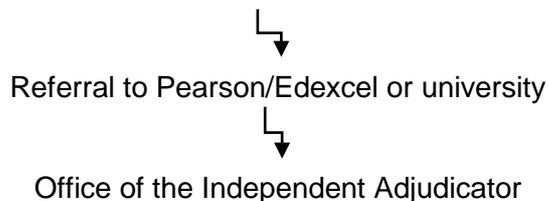
2.1 Students can raise any concerns, on academic and/or non-academic matter(s), excluding review of assessment decisions.

2.2 Student Complaints Policy and Procedures shall be fair, impartial and allow for cases to be resolved as early as possible.

- 2.3 The staff are encouraged to deal with the matters informally, where appropriate. Students raising issues and staff who are subject to complaints must be supported and treated fairly with dignity and respect.
- 2.4 Student complaints must be dealt with promptly and effectively by a senior officer of the College (e.g. Head of Marketing or Academic Manager).
- 2.5 Feedback from complaints is an important source which shall be used in the enhancement of the quality of learning opportunities. The complaints are considered as opportunities for engaging with students and obtaining individual and/or collective feedback on academic and non-academic matters
- 2.6 The College shall not consider matters which:
- 2.6.1 have already been decided by the courts or the Office of the Independent Adjudicator (OIA).
 - 2.6.2 the College believes have no serious purpose, or are intended to cause disruption or annoyance, or if the student is seeking an unrealistic remedy.
 - 2.6.3 the College believes might result in serious damage to its ability to run its Student Complaint Policy and Procedures effectively.
- 2.7 Current and previous students of Nelson College London may use this policy and procedure. Following points need to be noted:
- 2.7.1 This procedure may only be used by a student who is or was registered with Nelson College London.
 - 2.7.2 Complaint must be made within 30 working days of ceasing to be a registered student.
 - 2.7.3 Should several students have a common complaint, they may make a collective complaint provided that one student identifies him/herself to act as a spoke person
 - 2.7.4 Where a third party makes a complaint on behalf of a student, the student's consent will be required in writing. All correspondence will be sent to the student as well as their representative unless otherwise agreed.
 - 2.7.5 This procedure does not include academic appeals as they are dealt separately under the assessment decision request review policy.
 - 2.7.6 Anonymous complaints may not be considered unless there are evidence-based reasons to do so. Raising a concern anonymously could delay investigation and communication of the outcome

3. Stages of Concerns and Complaints Procedure:





4. Complaints Procedures:

- 4.1. A complaint can be raised for any specific concern about the College, including matters relating to facilities, customer services, student support, and/or academic matters.
- 4.2. If a student wishes to lodge a complaint about any concern, it should be first raised informally and immediately with the responsible person concerned.
- 4.3. If a student is not satisfied with the informal resolution, he/she may request a formal investigation within 10 working days of the date of occurrence other than where the student can show a good cause for the delay. The complaint form (available at the College reception) must be completed and submitted to the Academic Manager along with the evidence.
- 4.4. Upon receipt of the form, the Academic Manager will lodge the complaint and a photocopy of the completed form will be given to the student for his/her record.
- 4.5. The Academic Manager will carry out the investigation of all formal complaints including face to face interviews with involved parties where necessary, and will organise a hearing, reach a conclusion and communicate the outcome, normally within 20 working days. If the nature of the complaints should warrant more time, the Academic Manager should seek guidance from the Head of Academic Services. If the complaints are made against the Academic Manager or any other senior official, an independent member of the Principal's Executive Group will carry out the investigation, conduct a hearing where necessary and reach a conclusion.
- 4.6. Where a complaint is upheld, the Academic Manager will take appropriate remedial action and the complainant will be informed of the action taken.
- 4.7. If the student is not satisfied with the outcome of the formal investigation, he/she can request **mediation** within 10 working days through the **Student Welfare Manager** who will seek to mediate between the parties.
- 4.8. If the student is not satisfied with the outcome of the formal mediation, he/she can request a **formal review** with the **Principal**, within 10 working days from the date of the outcome of mediation. The Principal (or any other nominated person responsible for the service concerned) will conduct the review and communicate the outcome within 20 working days with a **Completion of Procedures letter** which will confirm that the College's internal procedures have been exhausted
- 4.9. If the student still feels that their concern has not been adequately addressed, he/she has the right to take the complaint to their respective awarding bodies (e.g. Edexcel/Pearson or the validating university).
- 4.10. Following the completion of internal procedures and those of the awarding body or university, if the student remains dissatisfied, he/she has the right to take the matter up with the Office of the Independent Adjudicator (www.oiahe.org.uk).

4.11. If the student is unable to attend meetings, this will not invalidate the proceedings and the meeting may be held in student's absence unless there is a valid reason for postponement.

4.12. Complaints submitted outside of the timescales stipulated in the procedure will only be considered in the most exceptional circumstances and where there is good reason, supported by evidence, for the late submission.

5. Monitoring and Evaluation:

5.1. Confidentiality is maintained and information is released to only those who need to investigate or respond to the case.

5.2. All formal complaints are recorded and the Principal as Chair of the Academic Board (AB) is briefed. The following details are recorded in a formal complaint:

5.2.1. The grounds of the complaint

5.2.2. The details of rules, regulations and policies that aided in the completion of the investigation process.

5.2.3. The time taken to complete the investigation process.

5.2.4. An outcome of the complaint

5.3. It should be noted that if a staff disciplinary action is taken as a result of a student complaint, whether formal or informal, the outcome of any relevant student complaint will remain confidential