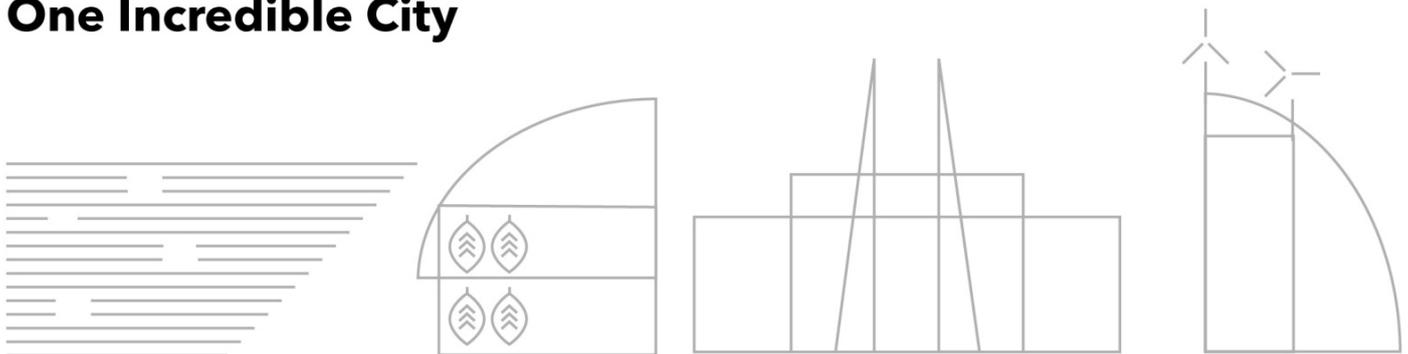


# Complaints Policy

**4 Excellent Campuses**  
**1000s of Opportunities**  
**One Incredible City**



## Document Information:

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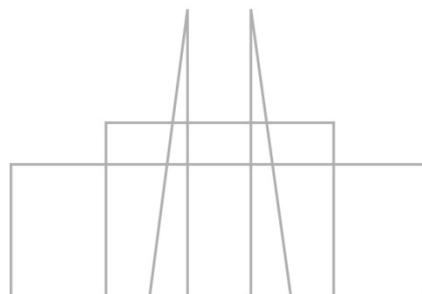
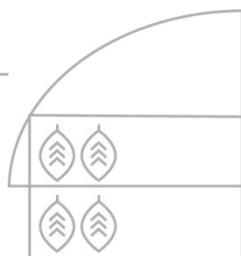
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## Complaints Policy

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## **1 Policy Statement**

- 1.1 The Sheffield College is committed to providing a high quality, educational experience and aims to provide a supportive environment, responsive to any concerns raised by students. Students should feel able to make a complaint relating to the action or lack of action, or about the standard of a service or facility provided to students of the College.

## **2 Scope of the Policy**

- 2.1 This policy applies to:
- All Students
  - All College delivery
  - All staff and partners carrying out delivery on behalf of the College or related to the College.
- 2.3 The College has established a number of ways of ensuring that students have the opportunity to take part in decision making processes. It is hoped that students will take full advantage of these and think about addressing concerns and suggestions to a relevant member of staff as they arise.

## **3 Aim of the Policy**

The College ensures all complaints are dealt with via:

### **3.1 Accessible and Supportive Service**

- Accessible, clear, timely process
- Fair to all parties concerned
- Supportive of informal resolution at any point
- To ensure the sensitive handling of complaints
- Confidentiality of students and staff

### **3.2 Fair and Equal and Timely**

No student bringing a complaint under this procedure, whether successfully or otherwise, will be disadvantaged. Should evidence to the contrary be found, the matter will be fully investigated and, if necessary, disciplinary proceeding may be taken.

It is expected, except in exceptional circumstances, that a student wishing to make a complaint will start informal procedures within one calendar month of the event which is the cause of the complaint.

## **4 Complaints Procedure**

- 4.1 There are two parts to the procedure, an informal, local resolution and a formal resolution which operates according to guidelines. Full details of this procedure can be found in The Sheffield College Complaints Procedure.

## **5 Outcome of the Complaints Procedure**

- 5.1 If your complaint is upheld you will be informed how and when any resolution or redress will be implemented. If the complaint is not upheld then you can expect to receive clear reasons why this decision has been reached and advice on further action available to you including a review of the process of the complaint by the awarding body where appropriate.

- 5.2 A report on each case will be used to assist in monitoring the effectiveness of the Complaints Procedure and to identify any quality assurance issues. The Complaints Procedure is one of the ways in which the College can monitor its performance and ensure that the quality of its provision is enhanced and the student experience improved. This will be achieved through annual reporting and an audit trail to ensure that recommendations are followed up.

## **6 External Review**

- 6.1 If you are dissatisfied with the outcome you may be able to apply for a review of your complaint by the awarding organisation. If you are still dissatisfied after such a review, students studying on further education course can write to the Skills Funding Agency (further information can be found in the Complaints Procedure document), whilst students studying on higher education courses can apply for a review of their complaint to the Office of the Independent Adjudicator for Higher Education (OIA) if their complaint is eligible under its rules. OIA rules and timescales can be found via <http://www.oiahe.org.uk>.

## **7 Protocols**

- 7.1 Reviewing an Assessment Decision  
The Complaints Procedure should not be used to request a review of an assessment decision made by an Assessment Board or Panel. Students who feel they have suitable grounds should use the Appeals Procedure of the relevant awarding body (please note that the outcome of an appeal cannot be made the subject of a complaint). Further information regarding awarding body appeals procedures can be found in your course handbook which is available in a number of formats from course tutors.
- 7.2 Anonymous Complaints  
Such complaints will only be considered in very exceptional circumstances as it is necessary to investigate to enable a resolution.
- 7.3 Group Complaints  
If a group of students is submitting a complaint it may be appropriate for the group to appoint one student to act as representative and liaise with the College.
- 7.4 Complaints by Former Students  
Such complaints will be considered providing they relate to issues which arise whilst they were students with the College and providing the complaints procedure is initiated with 3 months of completion of study. A response to issues raised outside of this timescale is at the discretion of the College.
- 7.5 Access to Information  
Complainants will be entitled to apply for access to personal data.
- 7.6 Reimbursement of Expenses  
If a complaint is upheld the College will meet any reasonable expenses connected with attendance at a formal complaint hearing which may include travel and subsistence.