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1. Policy Statement

1.1. Morley College London (“the College”) is committed to providing the highest quality services and facilities to all its students, whatever course they are studying at whatever centre (or online). We hope you will find that this is so throughout your time within the College. However, if there are areas of our provision which concern you, or about which you wish to complain, these pages tell you how to go about it. The College is always looking to identify any shortcomings and improve its procedures and practices, and we take legitimate complaints very seriously. An important part of the outcome of every formal complaint, whether it is upheld or not, is the action taken to prevent the recurrence of the complaint in the future.

1.2. It needs to be noted this policy does not cover academic appeals or disciplinary issues; there is separate documentation for those within the chapters of the College’s Assessment Manual dealing with Higher Education (HE) courses (specifically Higher National and degree programmes) and the College’s Student Disciplinary Code and Staff

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1.11. In respect of point 1.9, nor does the College preclude a Third Party Complaint made on behalf of a student (such as by a carer or relative of the student concerned), but no investigation will be undertaken in such circumstances without the student's written agreement to the concerns raised and written consent for an investigation to be carried out.

2. Policy implementation

2.1. This policy deals with situations relating to concerns and complaints by students undertaking Higher Education studies at the College. It applies only to acts or omissions which take place at a time when the complainant is an enrolled student of the College and does not, there054 -1.239 Dhn6.6 63 (t)-6.6 e.9 (n76.6 (t)-6.6 (he20.061Tw ()T26de.9 (n6 (u

it enters the procedure at the appropriate point.

- 2.11. The College may consider invoking the disciplinary procedures under the Student Disciplinary Procedure in cases where complaints are found to be vexatious or malicious . A vexatious complaint is defined as a complaint which is clearly unsustainable. A malicious complaint is defined as an attempt to defame the name or character of someone connected with the College or the College as a whole. In such instances the student will be notified in writing ten working days after the decision to reject on these grounds has been made, with reasons as to why the decision has been made and any actions against the complainant that may be deemed appropriate. m06Tc 0.4d10.5 (f)[o

complainant and the relevant staff only have a general working relationship (e.g. the relevant member of staff teaches on a unit that the complainant is studying), it is expected that both parties will continue that relationship in a professional manner and allow the matters complained of to be progressed through the formal procedure.

- 3.6. In cases where the parties have to work more directly together (e.g. the relevant member of staff is the complainant's personal tutor or would normally assess work submitted by the complainant), the Centre Principal or Head of Service will endeavour to make alternative arrangements where practicably possible while the complaint is being investigated, should the complainant request it.
- 3.7. Where the complaint is against a Centre Principal, the complaint will be referred initially to the Vice Principal (Curriculum and Quality), except in instances where the Vice Principal (Curriculum and Quality) is also the Centre Principal, or has had prior involvement at any level. The complaint will be referred to another member of the Senior Leadership Team who has no prior involvement.
- 3.8. In instances where any member of staff adjudicating on a concern or complaint is known to the complainant through personal circumstance or through association with matters relating to those outside of the College, the complaint will be referred to another member of staff of equivalent standing within the College who has no prior involvement. This precept is specified in order to secure fairness to all parties to a complaint and that those investigating or deciding on them act impartially.
- 3.9. At all the stages of this procedure following the submission of a formal complaint, the complainant has a right to be accompanied to any meeting called by the College as part of the complaint process by a friend, who may not be a lawyer acting in a professional capacity. The friend may not speak on behalf of or otherwise represent the interests of the individual concerned unless invited to do so by the College.
- 3.10. In respect of point 3.9, there is no equivalent right to be accompanied where a complainant is raising a concern, although the member of staff to whom the concern is addressed may agree to the complainant being accompanied if they believe this will help resolve the issue.
- 3.11. At all stages of these regulations, the College will endeavour to respond to any complaint as rapidly as possible and within the timeframes stipulated. However, every complaint will need to be fully investigated and this may mean that a response cannot be given as quickly as either party would wish, particularly if the complaint is complex, or extensive,

form HECF, but will not be accepted as an alternative.

- 4.3. It is expected that, where a complainant is dissatisfied about a minor issue that relates to a

the relevant Centre Principal or Head of Service (or their nominee) if the matter has not already been raised with a person with administrative authority within the Centre.

- 5.1.6. The Centre Principal or Head of Service (or nominee) shall respond to the complainant in writing within ten working days of receipt of the referral from the College Complaints Coordinator.
- 5.1.7. If the complaint has already been seen by the Centre Principal or Head of Service, the complaint will automatically be referred to Stage 2 of the procedure.
- 5.1.8. If the complainant is not satisfied with the response from the Centre Principal or Head of Service (or with elements of it) or if a response is not received within the timescale identified, they may refer their complaint to Stage 2 of the procedure.
- 5.1.9. To do To

7. Monitoring

7.1. In all circumstances the College is committed to expediting a concern or complaint

Appendix 1 Higher Education Complaints Form

Course on which enrolled

Year or level of study

Please give details of your concern or complaint below - you may include an additional statement attached to this form

Please indicate which category your communication relates to – please tick one

 Concern Complaint Incident

The concern has been raised with – Please Circle
(If not indicated stage 1 will be implemented)

Unit Tutor	Yes	No	Date
Senior Curriculum Manager	Yes	No	Date
SLT	Yes	No	Date
Head of Quality Enhancement HE	Yes	No	Date
Security Staff	Yes	No	Date
Other member of staff	Yes	No	Date

ETHNIC ORIGIN – Please Circle

DISABILITY – If you have one or more disabilities please provide the information below

Complaints will be handled sensitively and with full confidentiality for both students and staff. Anyone named in a complaint will be informed of the substance of the complaint and will have the right to reply to the complaint. Information contained within the complaint will be made available to those members of staff involved in the investigation. The relevant line managers will also be informed. Beyond this complaints are confidential.

APPENDIX 2: HE COMPLAINTS FLOWCHART

