



Higher Education Complaints Policy



Document change control

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Revision history

Version	Type (e.g. replacement, revision etc...)	Date	History (reason for changes)
V1	New	Sept 2016	Specification of a separate procedure for admissions complaints and appeals
V2	Revision	Sept 2018	Revision due to College restructure and GDPR
V3	Revision	Jan 2020	Revision due to College restructure

Monitoring and review

This policy will be reviewed by the Academic Board at least every 2 years.

Related Polices/Procedures/Regulations

- Higher Education Complaints Procedure

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1) **Summary and Scope of Policy**

This purpose of this policy is to:-

- protect the interests of higher education students at the College
- ensure procedural parity for all students
- provide a definition of a complaint.
- enable College staff to manage higher education complaints effectively

The policy should be read in conjunction with the associated 'Bradford College Complaints Procedure for students on Higher Education Programmes'. Students will not be disadvantaged in anyway because they have used these procedures. All correspondence must be completed in accordance with the associated procedures.

Students are expected to treat all College staff with respect. Students who threaten, abuse, or mistreat any members of staff either verbally or in writing will have their complaint automatically rejected.

Complaints should be completed by the students themselves. Correspondence of any type from other parties will not be considered unless the College has received written and signed authorisation from the student that the third party is acting on their behalf. The only exception to this is where the applicant is under 18 years of age, in which case a parent or legal guardian may act on their behalf.

2) **Definitions of Complaints**

Complaints are defined as

- standards of service by the College and/or its staff
- failure to provide a service by the College and/or its staff.

The policy does not apply to

- academic appeals
- academic judgement

- findings of Fitness for Professional Practice hearings.
- complaints against other students.

3) Grounds for making a Complaint

A complaint may be made about an act or omission on the part of the College that is considered to be unsatisfactory or deficient by an individual student or by a group of students. The complainants seek redress or more rarely compensation. In the first instance the College would hope to treat the matter as a concern at the informal stage

Complaints will only be considered valid if they relate to the following:

- the actions of a member of staff
- the conduct of a member of staff
- the services offered by the College.

4) Retention of Information and records relating to Appeals and Complaints

By signing a letter of Complaint an applicant is agreeing that the College can process the information it contains for all purposes relating to the Appeal and Complaints Admissions to Higher Education Procedure. This information and records will be kept in accordance with the General Data Protection Regulation Act (2018) and the College's "Information and Records Management Policy".

5) Monitoring of Admissions Appeals and Complaints

The College reviews the number and outcomes of Appeals and Complaints and may report on this to its formal committees.