

# COMPLAINTS

## POLICY

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**SECTION ONE: PRINCIPLES AND PRACTICES**

London School of Academics prides itself on ensuring the quality of learning opportunities, therefore we work in accordance to the UK Quality Code for Higher Education (Chapter B9) to ensure that applicants and learners can raise issues that they feel need resolution. It is an important principle of London School of Academics that where complaints are made there will be no discrimination, harassment and/or victimisation against the applicant or learner who has made the complaint.

In adherence to Chapter B9 of the UK Quality Code for Higher Education London School of Academics will follow the principles and practices set out below:

Principles	
Complaints will be treated fairly, impartially and promptly.	Complaints will be taken seriously and can be made without any fear of discrimination, harassment and/or victimisation.
A clear procedure will be set to ensure an accessible and transparent route to complain.	Complaints will be monitored and reviewed by London School of Academics Governance during annual monitoring. All complaints will be reviewed in detail to ensure all measures are taken to prevent the subject of the complaint arising again.  Action will be taken in response to a complaint made.
Practices	
All complaints will be treated in confidence however in order for effective resolution those involved in the complaint will be informed so to enable them to provide explanation.	The complaints procedure will encourage informal resolution as resolution is the main focus.
Complaints which are repeated after effective resolution will not be considered.	Those involved in a complaint will be kept informed until an effective resolution is reached.

## SECTION TWO: APPLICANT COMPLAINTS

London School of Academics has a robust admissions process to ensure transparency and fairness when we enroll for our courses, however we understand that there may be times where applicants may have matters of concern which they want to raise. The following sets out complaint resolution procedures that should be followed.

### Informal Complaints Resolution Procedure:

1.	Where there is a matter of concern an applicant is encouraged before formally complaining to seek resolution informally through raising the concern with the relevant person/s concerned.
2.	Where the above is not effective, preferred or satisfied by the applicant then an applicant should raise the concerns with the Admission team lead. All applicant complaints are dealt with without bias.
3.	Where a resolution has not been reached or the applicant is not satisfied they should seek a resolution through the Formal Complaints Resolution Procedure. In the event that an informal resolution to a complaint is not possible the applicant should follow the Formal Complaint Resolution Procedure.

### Formal Complaints Resolution Procedure:

1.	An applicant who wishes to make a formal complaint should complete the Complaints Form and send it (post) to Administration team within 30 days of when the cause for complaint occurred. The Complaints Form can be accessed from this policy and can be sent electronically where requested from the Administration team. If the informal complaint resolution route had been taken causing the applicant to formally submit the complaints form beyond the 30 days this will be taken into account and the investigation into the complaint will proceed.
2.	Notification of receipt of the Complaint Form will be given to the applicant making the complaint from the administration office through phone, email or letter no later than 7 working days after receipt.
3.	Administration will forward the Complaint Form to the Director of the College or nominated person not subject of the complaint. It will then be decided if the complaint should proceed or not. In either event the Director of the College or nominated person will inform the applicant of the decision within 10 working days in writing. Where complaints do not proceed, full disclosure of reasons will be provided to the applicant who made the complaint. Where a complaint is to proceed those subject of the complaint will be notified of the complaint within 10 working days of the decision to proceed. They will along with notification receive a copy of the Complaint Form.
4.	Those subject to the complaint will have the opportunity to provide a formal response to the complaint made within a time frame of 20 working days.

5.	The applicant who made the complaint will be sent the formal response of the person who is subject to it. The applicant will have an opportunity to make comment on the factual accuracy of the response within 20 days.
6.	<p>The Director of the College (unless the complaint is lodged against them) will along with the Internal Quality Assurance team reach a decision on the standing of the complaint and reach a resolution which will be communicated to both the applicant and the person subject to the complaint. Communication will be done in written form within 20 days of receiving the applicant's comments on the factual accuracy of response.</p> <p>In the event that complaints are logged against the Director of the College or any member of the Internal Quality Assurance team, appropriate nominated personnel will investigate the complaint reaching a decision on it's standing and reach a resolution. Nominated personnel could include representatives of City and Guilds (the awarding body).</p>
7.	<p>Where an applicant is not satisfied with the outcome of a complaint they could make a request with the Office of Independent Adjudicators (OIA) for an independent review.</p> <p>More information can be found on the OIA website: <a href="http://www.oiahe.org.uk/">http://www.oiahe.org.uk/</a></p>

**SECTION THREE: LEARNER COMPLAINTS**

Those that accept an offer to study with us and successfully complete enrollment should raise matters of concern using the procedure set out in this section as this section applies to learners.

<b>Types of complaints:</b>	
<p><u>Academic:</u></p> <p>Matters can include:</p> <p><u>-outcome of assessed units and/or observations</u></p> <p>(an assessor had no awareness which can be deemed reasonable of a learner`s special circumstances, which has impacted on the learner`s assessment performance)</p> <p>(an assessor has been biased or prejudiced against a learner in assessing a unit or observation. Substantive evidence must be shown if a complaint is raised on this ground).</p> <p>Complaints about academic judgement can be considered under the complaints procedure however focus will be on whether assessment procedures have been followed correctly. Where complaints are put forth on the basis that an assessor`s assessment of a learner`s performance in relation to a unit or observation was incorrect where they have assessed in accordance with approved assessments procedures complaints will not be considered. The complaints procedure cannot interfere with the academic judgement of an assessor.</p> <p>Where a learner wishes to appeal against an assessment result they should use the Appeals Procedure.</p> <p><u>-inadequate supervision</u></p> <p><u>-inadequate delivery of lectures/course of study</u></p> <p>(the delivery of the course was not in accordance to the structure set out for learners in documentation provided to them, such as handbooks. To this effect the delivery of the course was not organised).</p>	<p><u>Non-academic:</u></p> <p>Matters can include:</p> <p>-anything that is not academic</p>
<p>For matters which are better dealt with through an alternative procedure such as the Appeals Procedure a referral will be made.</p>	

**Informal Complaints Resolution Procedure:**

1.	Where there is a matter of concern a learner is encouraged before formally complaining to seek resolution informally through raising the concern with the relevant person/s concerned. Alternatively, a Learner Representative can raise a concern on behalf of a learner or group of learners.
2.	Where the above is not effective, preferred or satisfied by the learner then a learner should raise the concerns with the Student Welfare Officer and Curriculum Manager for informal resolution. All learner complaints are dealt with without bias.
3.	Where a resolution has not been reached or the learner is not satisfied they should seek a resolution through the Formal Complaints Resolution Procedure. In the event that an informal resolution to a complaint is not possible the learner should follow the Formal Complaint Resolution Procedure.

**Formal Complaints Resolution Procedure:**

1.	A learner who wishes to make a formal complaint should complete the Complaints Form and send it (post) to Administration within 30 days of when the cause for complaint occurred. The Complaints Form can be accessed from learner handbooks, it is contained on the VLE and can be sent electronically where requested from the Administration team. If the informal complaint resolution route had been taken causing the learner to formally submit the complaints form beyond the 30 days this will be taken into account and the investigation into the complaint will proceed.
2.	Notification of receipt of the Complaint Form will be given to the learner making the complaint from the administration office through phone, email or letter no later than seven working days after receipt.
3.	Administration will forward the Complaint Form to the Director of the College or nominated person not subject of the complaint. It will then be decided if the complaint should proceed or not. In either event the Director of the College or nominated person will inform the learner of the decision within 10 working days in writing. Where complaints do not proceed, full disclosure of reasons will be provided to the learner who made the complaint. Where a complaint is to proceed those subject of the complaint will be notified of the complaint within 10 working days of the decision to proceed. They will along with notification receive a copy of the Complaint Form.
4.	Those subject to the complaint will have the opportunity to provide a formal response to the complaint made within a time frame of 20 working days.
5.	The learner who made the complaint will be sent the formal response of the person who is subject to it. The learner will have an opportunity to make comment on the factual accuracy of the response within 20 days.
6.	The Director of the College (unless the complaint is lodged against them) will along with the Internal Quality Assurance team reach a decision on the standing of the complaint and reach a resolution which will be communicated to both the learner and the person subject to the complaint. Communication will be done in written form

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	<p>within 20 days of receiving the learner's comments on the factual accuracy of response.</p> <p>In the event that complaints are logged against the Director of the College or any member of the Internal Quality Assurance team, appropriate nominated personnel will investigate the complaint reaching a decision on its standing and reach a resolution. Nominated personnel could include representatives of City and Guilds (the awarding body).</p>
7.	<p>Where a learner is not satisfied with the outcome of a complaint they could make a request with the Office of Independent Adjudicators (OIA) for an independent review.</p> <p>More information can be found on the OIA website: <a href="http://www.oiahe.org.uk/">http://www.oiahe.org.uk/</a></p>

All complaints and any records in relation to the Complaint Procedures will be kept with the utmost confidentiality and processed in line with the Data Protection Act 1998.

Policy details:

Policy drafted by Soni Singh (Curriculum Manager) and Charlotte Saunders (Student Welfare Officer)

Policy approved by Sheila Singh (Managing Director)

Policy reviewed and Operational from 5<sup>th</sup> of February 2018

<b><u>Complaint Form</u></b>	
<b>Section one: Learner personal details</b>	
Applicant/Learner/s name:	Course title:
Class and start date (where applicable):	Tutor (where applicable):
Contact number:	Email:
<b>Section 2: Statement of Complaint</b>	
Please explain the nature of your complaint being as specific as possible:	
<b>Section 3: Evidence</b>	
Please note that learners are to attach and list any evidence they will submit with this complaint form (you should keep your original documents and submit photocopies):	
<b>Section 4: Nature of redress sought</b>	
Please state the outcome or action you are expecting from making this complaint:	
<b>Applicant/Learner declaration</b>	
I declare that that information given on this form is true and that I am prepared to provide further information if required by the college.	
<b>Signature:</b>	<b>Date:</b>

Please return the completed form either by post to London School of Academics, Administration, CEME, Rainham, Essex, RM13 8EU or via email to [sheila@londonschoolofacademics.com](mailto:sheila@londonschoolofacademics.com)