

Newbattle Abbey College

Student Complaints Procedure Academic Matters

1. Purpose and Scope

This Policy provides guidance on the procedures involved when a student wants to lodge a complaint relating to learning and teaching or where it is felt that a complaint has not been dealt with correctly. This Policy is based on the principles of fairness, transparency and good customer service.

2. Policy Statement

This Policy should be read in conjunction with College Policy documents on:

- Equality and Diversity
- Student Discipline
- Student Appeals

3. Responsibilities

3.1 The Depute Principal is responsible for the implementation and development of this Policy.

3.2 Staff and students are responsible for the effective operation and implementation of this Policy.

3.3 The Depute Principal is responsible for co-ordinating the process and for the effective monitoring and reporting of complaints to Senior Management.

3.4 The Students' Representative Council on request are responsible for advising and representing students within the complaints process.

4. Complaints

4.1 While recognising that it is everyone's entitlement to have representation or support in making a complaint the College will only accept a complaint that is made in the complainants own name.

4.2 Where possible complaints about learning and teaching matters including complaints about staff, students and College facilities or services should, in the first instance, be made at the point of contact where every effort will be made to "put things right" immediately.

4.3 Complaints about learning and teaching should be submitted in writing to the Curriculum Manager using the Student Complaint Academic Matters Form. A complaint form is available from the Administration Office or electronically from student forms. (See appendix 1).

4.4 Complaints will be acknowledged in writing and every effort will be made to resolve the issue within 10 working days.

4.5 Where a complaint may take longer to resolve, for instance where external agencies may have to be consulted, the complainant will regularly be kept informed of progress.

5. Complaints to the Principal

5.1 Complaints sent to the Principal will be acknowledged and forwarded to the appropriate Manager for action.

6. Complaints Relating to Discrimination

6.1 Complaints about discrimination on the grounds of gender, racial, national or ethnic origin, religion or belief, disability, age, sexual orientation or social background should make reference to the College's Equality and Diversity Policy.

7. Appeals

7.1 Every complainant will have the right of appeal.

8. Grounds for Appeal

8.1 A complainant will have grounds to appeal where he or she believes that the complaint has not been handled objectively or appropriately or if it has not been satisfactorily resolved.

8.2 For full details of the appeals procedure refer to the Student Appeals Policy and Procedures.

8.3 On an unsuccessful appeal, right of final adjudication on complaints can be made to the Scottish Public Services Ombudsman (SPO), which is authorised to consider most complaints and will undertake an independent and impartial review of a complaint. The jurisdiction of the Ombudsman extends to all persons 'aggrieved by' a decision of the College, but will not apply to complaints about matters relating to academic judgment. The SPO cannot normally look at a complaint more than 12 months after you became of the matter to want to complain about or that have been or are being considered in court.

Details are on their web site www.spsso.org.uk

8.4 The only exception is 'the final arbiter in any dispute regarding Health & Safety Executive (HSE) is the HSE.'

9. Monitoring and Reporting

9.1 Complaints about learning and teaching will be monitored by the Depute Principal to ensure adherence to the Complaints Policy (Academic Matters) requirements.

Newbattle Abbey College is committed to equalities and inclusiveness, challenging discrimination and promoting diversity.

If you need this document in a different format please contact: Jackie Kane, Administration Supervisor.

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Complaints form (Academic Matters)

Appendix 1

Student details:

Name:

Address:

e-mail address:

About the complaint:

Please tell us about your complaint - use an additional sheet of paper if required.

Have you taken any action about your complaint (e.g. tried to resolve it informally?) If so please give details.

What outcome do you expect from your complaint?

Signature:

Date