

## Newbattle Abbey College

### Student Complaints Procedure Non Academic Matters

**A complaint is:**

An expression of dissatisfaction about an aspect of the services provided to the students of Newbattle Abbey College.

**What the complaints procedure does not cover:**

The complaints procedure does not cover areas where there are more specific procedures, such as:

- academic matters
- disciplinary matters
- all forms of harassment, bully or discrimination complaints

Information on complaints can be found in the student handbook, guidance tutors can also provide information and guidance on academic matters. Information on disciplinary matters and harassment, discrimination and bullying is available from the Administration Office.

**Before you complain:**

No complaint can be anonymous. If you have a complaint we expect you to make it, and not somebody else. If you name another person in a complaint, they have a right to know what has been said about them as soon as possible, and who is making the complaint. Sensitivity will be shown by the person dealing with your complaint and you will not be discriminated against or suffer recrimination as a result of making a complaint.

However, if a complaint is found to be malicious and unfounded the College may have to consider disciplinary proceedings, or legal proceedings in the case of libellous or slanderous complaints.

You should not expect a complaint to always produce the outcome you would prefer. Provision of some services may be dependent on resources or policy decisions at College or even national level. Each complaint will be considered and you will be notified of the reasons for any decision.

**How to complain:**

**Stage 1** - approach the person responsible for the area of which you have a complaint. Many complaints can be dealt with informally through discussion and explanation. It is important to make your complaint as quickly as possible after the event.

If you are reluctant to approach the person responsible your Guidance Tutor, SRC Representative or the Administration Manager may be able to help you.

**Stage 2** - if you are unable to resolve your complaint informally you can make a formal complaint. A complaint form is available from the Administration Office or electronically from student forms. (See appendix 1).

Please send your completed complaint form to:

- The Facilities Manager if you have a complaint about Health and Welfare, security or accommodation.
- The Chef Manager if you have a complaint about catering.
- The Administration Supervisor if you have a complaint about library or computing facilities.

If you are unsure who should deal with your complaint, the Administration Manager may be able to help you.

The complaint should be lodged within 10 working days of the incident or of the informal discussion relating to it and you should receive a response within 15 working days or will be informed of the progress being made in resolving your complaint and when you can expect to receive a response.

**Stage 3** - If you are not satisfied with the response you have received, you should write to the College's Administration Manager indicating why.

The Administration Manager will:

- *either* indicate that a reconciliation has been effected
- *or* uphold the complaint all or in part and, if appropriate, propose remedial action
- *or* dismiss the complaint if it is deemed trivial, vexatious or invalid
- *or* recommend that the complaint should be referred to the Depute Principal

**Stage 4** - If you remain dissatisfied at this point you may appeal, in writing, against the findings. The appeal should be sent to the Administration Manager within 10 working days of receipt of his/her decision at stage 3.

He/she will refer the appeal to the Depute Principal who will:

- *either* uphold the decision
- *or* will refer the matter to the appropriate College Committee/Group for resolution

You will receive a reply from the Depute Principal within 10 working days.

The Depute Principals decision is final.

Completed complaint forms should be returned to the Administration Manager.

In the event that you remain dissatisfied with the decision regarding your complaint you have the right to complain to the Scottish Ombudsman within a year of the incident to which the complaint refers.

Details are on their web site [www.spsso.org.uk](http://www.spsso.org.uk)

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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Appendix 1

**NEWBATTLE ABBEY COLLEGE  
STUDENT COMPLAINTS FORM - NON ACADEMIC**

**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: