

# Higher Education Complaints Policy 2021

APPROVED BY: HE Committee, HE Academic Board & LCC Policy Panel. ON  
August 2021

Applies to:	
Harrogate College	
Keighley College	
Leeds City College	
Leeds Conservatoire	
White Rose Academies Trust	
University Centre Leeds	x

## CHANGE CONTROL

<b>Version:</b>	3	
<b>Approved by:</b>	HE Committee HE Academic Board & LCC Policy Panel.	
<b>Date approved:</b>	August 2021	
<b>Name of author:</b>	Dean of Higher Education	
<b>Name of responsible committee:</b>	HE	
<b>Related policies: (list)</b>	Higher Education Complaints Process Higher Education Complaints Process Flowchart	
<b>Equality impact assessment completed</b>	<b>Date:</b>	September 2021
	<b>Assessment type</b> <input type="checkbox"/> Full <input type="checkbox"/> Part <input checked="" type="checkbox"/> Not required	
<b>Policy will be communicated via:</b>		
<b>Next review date:</b>	September 2025	

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## 1. POLICY STATEMENT

This policy applies to complaints made in relation to Leeds City College Higher Education awards, and seeks to uphold the principles of fairness, consistency, equity and equal opportunities.

Its purpose is to ensure that complaints are dealt with fairly, efficiently, in a timely manner and in accordance with the precepts set out in the Quality Assurance Agency UK revised Quality Code for Higher Education: Concerns, Complaints and Appeals and has been produced in accordance with the Office of the Independent Adjudicator (OIA) Good Practice Framework for Handling Complaints and Academic Appeals (December 2014).

## 2. POLICY AIMS/OBJECTIVES

It is in the context of a concern or a complaint that this policy applies. Whilst the College is committed to monitoring and evaluating standards of education and wider services, learners and stakeholders should remember that the College sometimes has to make difficult decisions that are in the best interests of a complex provision of wider College services. Nevertheless, the policy is a further means by which the College can identify any shortcomings and improve its procedures and practices. 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.

## 3. DETAILS OF POLICY

Policy	Higher Education Complaints Policy	Quality Code Ref
Complaints	<p>This policy deals with situations relating to concerns and complaints raised by the following groups:</p> <ul style="list-style-type: none"> <li>• Prospective students;</li> <li>• Current students;</li> <li>• Recent students;</li> <li>• Parents;</li> <li>• Employers (in such cases where students' employers are funding their education);</li> <li>• Employers (in such cases where students are engaging in work-related learning);</li> <li>• Other stakeholders.</li> </ul> <p>This policy does not cover:</p> <ul style="list-style-type: none"> <li>• Academic Appeals</li> <li>• General Appeals</li> </ul> <p>Each of the above are covered by separate Policies and associated Procedures.</p>	<p>Expectations for Quality</p> <p>Core Practice</p> <p>Guiding Principles 3</p>

	<p>Complaints could include:</p> <ul style="list-style-type: none"> <li>• Failure by the College to meet obligations including those outlined in course/module handbooks or the student charter;</li> <li>• Misleading or incorrect information in prospectuses or promotional material and other information provided by the College;</li> <li>• Concerns about the delivery of a programme, teaching or administration;</li> <li>• Poor quality of facilities, learning resources or services provided directly by the College;</li> <li>• Complaints involving other organisations providing a service on behalf of the College.</li> </ul> <p>(Adapted from the OIA Good Practice Framework 2016)</p> <p>The College operates a staged Complaints Process through which it aims to resolve concerns as quickly as possible. All concerns or complaints should be handled by College staff in an open, professional and courteous manner. Please see the Complaints Procedure for full details.</p>	
<b>Impartiality</b>	<p>No person shall be permitted to take part in the decision making process regarding a complaint where s/he has an interest through being a member of the same academic department in which the complainant is registered.</p> <p>Any person who may be involved in the making of a decision regarding a complaint shall be required to declare an interest where s/he has any other material connection with the complainant, and shall thereby be disqualified from being involved in the making of the decision.</p>	<p>Expectations for Quality</p> <p>Core Practice</p> <p>Guiding Principles 6, 7</p>
<b>Complaints Process</b>	<p>The process to be followed in the case of a complaint is fully outlined in the Complaints Process document. Information relating to this process is included in the Student Handbook which is available via the VLE</p>	<p>Expectations for Quality</p> <p>Core Practice</p> <p>Guiding Principles All</p>
<b>Independent Review</b>	<p>If a student disagrees with the outcome of a complaint and has exhausted this system then are entitled to access the Office of the Independent Adjudicator (OIA)</p>	

	<a href="http://www.oiahe.org.uk">www.oiahe.org.uk</a>	
<b>Staff Development and Training</b>	All staff associated with the handling of complaints appeals will be given appropriate training and development in order to meet the requirements of the Quality Assurance Agency Quality Code and OIA Good Practice Framework for Handling Complaints and Academic Appeals.	
<b>Equality and Diversity Statement</b>	This policy will be implemented in accordance with the College's Policy on Valuing Diversity and with consideration of public information guidelines set out by awarding bodies and where appropriate, the QAA Quality Code and OIA Good Practice Framework for Handling Complaints and Academic Appeals.	Expectations for Quality Core Practice Guiding Principles 2
<b>Review and Evaluation</b>	A report of all Complaints will be included in the Annual Review. The Complaints Process will be reviewed on an annual basis to ensure that it is current, fit for purpose and accessible to students.	Expectations for Quality Common Practice Guiding Principles 1

#### 4. REVIEW

Owner: HE Registry

Last review: August 2021

Next Review: September 2025