

EDA COLLEGE

3.0 Academic Regulations

3.6 Student Complaints Policy and Procedure

Approved in	Academic Board – August 2022
Version Number	2
Reviewed by	Deputy Principal Academic June 2022



Version Control Statement

Version	Date	Changes	Reason	Author	Next review
1	August 2021	New Policy		Deputy Principal Academic	August 2022
2	June 2022	Changes made to the person/role responsible for keeping and updating the complaint log.	Annual Review	Deputy Principal Academic	July 2023

External Reference Points

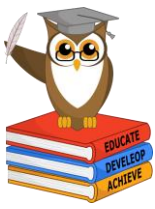
The Complaints Policy provides practical guidelines on how EDA College will ensure that all student complaints are dealt with fairly and according to the current policies relating to providers registered with the Office for Students

It is developed based on the QAA's UK Quality Code for Higher Education Advice and Guidance: Concerns, Complaints and Appeals

As far as possible, this policy references and reflects the good practice guidelines from the Office of Independent Adjudicators.

Internal References

- Admissions Policy
- Assessment Policy
- Attendance, Retention and Support Policy
- Academic Misconduct Policy and Procedures
- Complaints Policy
- Appeals Policy



Contents

Introduction 4

Review Process..... 6

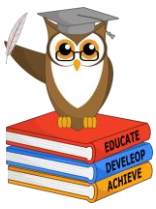
 Who to speak to if students/ stakeholders are dissatisfied with their experience of EDA College?.. 6

 Types of complaints considered under this Policy / Procedure: 7

 Examples of grounds for complaint include: 7

Student Complaint Form..... 10

Student Complaint Appeal Form 12



EDA Complaints Policy and Procedure

Scope: This policy and procedure apply to all students at EDA, current and those who have also completed their course.

External stakeholders can also recourse to this policy for raising a complaint.

Purpose: to ensure that students have a clear policy and procedure to follow when submitting a genuine complaint.

Introduction

EDA treats all complaints seriously and ensures that they are dealt with promptly, transparently, fairly, consistently and efficiently.

The Complaints Policy is made simple and easy to follow to be Accessible to all students and stakeholders:

- This policy is summarised into a simple procedure that should always be on display on all college boards, and both the policy and procedure are distributed and explained to each student during the Induction process
- Each student is required to sign off the Induction checklist to confirm that they have been given the set of important documents which include the Complaints Policy
- The Complaints Policy should be available on the College VLE

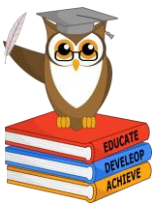
The Complaints Policy covers all complaints received, including formal and informal.

Each Complaint including the Appeal against the Complaint Decision should be internally dealt with within 90 days of the initial report

Complaints with a major effect on the student will be given the highest priority about processing times and access to staff, processes, and stages at a higher level.

Wherever possible, EDA aims to address student concerns about their course and EDA's services informally through discussion. Students must raise their concerns locally, at an early stage, with their lecturer or any other member of staff.

Students, stakeholders and staff have rights and responsibilities under this procedure. Consequently, complainants must make complaints in good faith and without malice.



Complainants who make complaints that are frivolous, malicious, obscene, or abusive may be subject to disciplinary action. All complaints will be confidential and only disclosed to individuals involved in the investigation.

This Policy respects complete independency:

- No person with any potential conflict of interest will be included in any complaint or appeals process or stage of such process where any such conflict or potential of such conflict exists

All complaints are additionally addressed with regards to enhancement procedures:

- the review process should capture any learning gained concerning the general welfare of the students or for the enhancement of the student's experience.

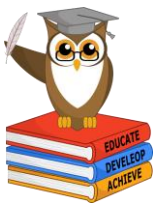
An anonymous complaint box is located at reception for informal complaints for similar purposes as above.

The Student Support Officer collects the complaints/suggestions from the box every week and will assess and monitor those complaints/suggestions.

Feedback from these complaints is discussed at appropriate board/committee meetings and communicated to Student Representatives who disseminate it to the student body.

This policy is designed to ensure that:

- The College improves the student experience systematically by learning from its processes, and other bodies' decisions and guidance, sharing this learning where appropriate
- Procedures are clear, accessible, inclusive, flexible, and reviewed regularly
- The College explains key terms clearly, describes processes and time limits accurately, covering all types of course and partnership arrangements
- Students/ stakeholders raising issues and staff who are subject to complaints are treated fairly, with dignity and respect, and are supported appropriately
- The College considers cases thoroughly but proportionately. The required evidence in support of a case, and the decision, is proportionate
- Procedures follow principles of procedural fairness and are applied consistently. Decision-makers are properly trained and resourced and have no



conflict of interest in the matter. Providers give clear, detailed reasons for their decisions

- Information is released only to those who need it to investigate or respond to the case
- Providers operate reasonable timeframes and allow identification of concerns, complaints and appeals that require swift action. Staff are encouraged to deal with matters informally where appropriate. Students/ stakeholders are informed if any delays occur

Review Process

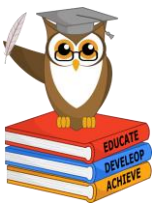
All complaints will be reviewed as follows:

- The Lead Registry Officer maintains a register of all complaints/suggestions in a complaint's logbook. This helps the College to learn from the outcomes of concerns, complaints and appeals to improve the student experience
- The Complaints logbook is normally presented to the next Academic Board for analysis, further action, and review.
- Records of such reviews are presented to the Executive Office for further discussion and advice to ensure that senior managers involved in considering the outcomes of complaints processes
- Feedback from these reviews is disseminated back to the students through the student representatives and some cases as notifications via the VLE.
- The Academic Board also assesses, monitors, and reviews the number, level, type and frequency of complaints and academic appeals made over the course of each academic year, during the Annual Monitoring Review.
- The Review report is discussed and signed off by the BOG

Who to speak to if students/ stakeholders are dissatisfied with their experience of EDA College?

If students are dissatisfied with any aspect of EDA's services, they should speak informally to any of the following people in the first instance:

- Student representative



- Programme Leader
- Lecturer
- Registry Supervisor, Programme Leader, Head of the department or the Principal, where the complaint is serious

Types of complaints considered under this Policy / Procedure:

Examples of grounds for complaint include:

- A failing in EDA's academic or support services
- Inaccurate information about a programme
- Inadequate provision of a programme and/or related resources
- Inadequate facilities
- The conduct of a member of staff.

1.1 Students must be registered on a programme to lodge a formal student complaint. The only exception to this is where students have completed their programme and have a complaint about any aspect of certification of their programme (e.g. delays in receiving qualification certificates). Any complaints by external stakeholders will be monitored separately from student complaints.

2. Exclusions from this Policy / Procedure

2.1 The following matters are excluded from this policy/procedure:

- Complaints against final grades or progress
- Complaints against the admission procedures

(These are dealt with in other policies and procedures)

3. Complaints procedure

7.1 There are three parts to the complaint's procedure:

- i) Informal stage (conciliation)
- ii) Formal stage
- iii) Appeal stage

7.2 Informal stage (conciliation): Local resolution of the complaint: complaints are generally best dealt with by the people most closely involved with the issues. Therefore, students should first discuss the matter either directly with the source of the complaint or with the person responsible for the programme area.



7.3 Formal stage: making the complaint: if students are dissatisfied with informal attempts at resolving the complaint, they should make a written complaint using the form in Appendix 1 and e-mail it to complaints@edacollege.co.uk. The Student Support Officer compiles details of the complaints and hands them to the Deputy Principal Academic, who commissions a Complaints Panel to investigate and report its findings to the Academic Board for consideration. Acknowledgement of the receipt of the complaint will be sent within 5 working days. Where a complaint is made against a member of staff, the Student Support Officer sends a copy of the complaint to them

for their response. If the student has been granted anonymity the name will be redacted. When the Academic Board has completed their consideration, they will determine one of the following:

- i) that there is a substance in the complaint and what action(s) should be taken in response
- ii) that there is no substance to the complaint and that no further action need to be taken
- iii) that there is no substance to the complaint and that the complaint is malicious, obscene, or abusive. In this case, disciplinary action in line with the College misconduct policy may be taken against the complainant.

Students will be informed in writing of the action as a result of the complaint in 15 working days.

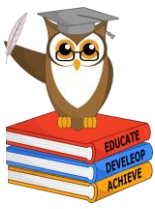
7.4 Appeal stage: students may appeal against EDA's decision by completing the form in Appendix 2 and e-mail it to appeals@edacollege.co.uk within 15 working days of receiving the written notification of the outcome of the complaint on the following grounds:

- i) there was a procedural irregularity which has materially disadvantaged the student in making their complaint.
- ii) there is new and relevant material/evidence that was not available at the time the complaint was first submitted.
- iii) there is evidence that the complaint decision was unreasonable.

The Student Support Manager compiles details of the appeal and submits it to the Executive Office for further consideration.

The Executive Office appoints an Appeals Panel which will decide either to:

- i) confirm that the complaint has been resolved satisfactorily.
- ii) resolve the complaint.
- iii) hear the complaint afresh.

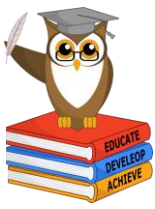


The Appeals Panel should not include the Deputy Principal Academic or any other member of staff who may have been involved with the case as a member of the Complaints Panel.

The outcome of the appeal is final.

The Appeals Panel will normally be expected to complete its processes within twenty working days.

If the student is still not satisfied with the outcome of the appeal, they can correspond with the appropriate external body or the Office of Independent Adjudicators (OIA). Full details for external recourse will be included in the Completion Letter.



Appendix 1:

Student Complaint Form

Before filling out this form, students are requested to read the Complaints Policy and Procedure

Name:	
Student Number:	
Year of Study:	
Tutor:	
Contact Address:	

Please identify the factor(s) you are not happy with and tick / check one or more, as appropriate. ✓

- Staff** (*communication/performance*)
- Equipment** (*faulty/not available*)
- Premises** (*rooms*)
- Policy**
- Procedures** (*rules*)
- Other** (*pleasestate*)

Please tell us details (grounds) regarding your complaint here:



Appendix 1 (continued):

Please outline the preferred outcome to your complaint (i.e. how would you like to see your complaint resolved?)

Please read the following statement and tick the box to indicate your agreement.

I have read and understood the Complaints Policy and Procedure. All the information provided on this form as well as any additional documentary evidence I have provided, are an accurate and true reflection of the situation that led to the complaint outlined above. I am aware that, regardless of the outcome of this complaint, this paperwork will be held in accordance with the College’s Data Protection Policy.

Signed

Date.....

This Form is to be submitted to complaints@edacollege.co.uk

You should receive a response in writing within **15 working days** of the Academic Board Meeting.

EDA’s Office use only:

Date Received.....

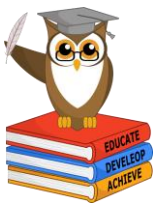
Passed to.....

Date

Outcome.....

Student informed of outcome

Date.....



Appendix 2:

Student Complaint Appeal Form

Before filling out this form learners are requested to read the Complaints Policy and Procedure

Name:	
Student Number:	
Year / Days of Study:	
Tutor:	
Contact Address:	Email: Phone No:

Please identify the ground(s) for appeal. Please tick one or more, as appropriate. ✓

- there was a procedural irregularity which has materially disadvantaged the learner in making their complaint
- there is new and relevant material/evidence that was not available at the time the complaint was first submitted
- there is evidence that the complaint decision was unreasonable



Appendix 2 (continued):

Please use the space below to explain the ground(s) for your appeal:

Please read the following statement and tick the box to indicate your agreement.

I have read and understood the Complaints Policy and Procedure. All the information provided on this form as well as any additional documentary evidence I have provided, are an accurate and true reflection of the situation that led to the complaint outlined above. I am aware that, regardless of the outcome of this complaint, this paperwork will be held in accordance with the College’s Data Protection Policy.

Signed Date.....

This Form is to be submitted to principal@edacollege.co.uk

You should receive a response in writing within **15 working days** of the full complaint appeal being received by the College.

EDA’s Office use only:

Date Received.....

Passed to.....

Date

Outcome.....

Student informed of outcome

Date.....