



The City
of Liverpool
College

Higher Education Compliments, Comments, Complaints Policy and Procedure

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APPROVED BY : Claire Powell
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Introduction

1.1 At The City of Liverpool College we welcome any opportunity to review, change and improve our service. The Policy and Procedure is to support students, potential students, staff (in relation to supporting students), employers, stakeholders and the general public to communicate with and bring matters of dissatisfaction or concern to the attention of the College.

1.2 This document tells you how the procedures work so that the person making the complaint gets a response within a reasonable time. If you need help to make a complaint, or you need this document in a different format, please contact Advice and Guidance at the Learning Exchange, Vauxhall Road or Bankfield Road or email **complaints@liv-coll.ac.uk**

1.3 This policy will be applied consistently to students, parents/carers, employers, visitors or members of the community regardless of their age, disability, gender identity, race, religion or belief, sex, sexual orientation, pregnancy and maternity, status and marriage or civil partnership status in respect of unlawful discrimination.

1.4 Staff should use the internal grievance procedure for all staff complaints.

1.5 The College will respond to any complaint fairly and promptly following QAA safeguarding standards and improving the quality of UK higher education Quality Code Chapter B9:

- An acknowledgement response will be provided within 2 working days of receipt of the complaint.
- A further, more detailed response will be made within 10 working days
- A meeting will be offered between the parties involved if appropriate
- An appeal may be made to the Director of Learning if the complainant is not satisfied with the outcome
- Information on how to take the complaint further will be provided in the **Completion of Procedures Letter**.

Completion of Procedures Letter.

As a Higher Education provider we comply with The Office of the Independent Adjudicator for Higher Education (OIA) rules July 2015.

Under the OIA Scheme Rules the HE Complaints department will issue a Completion of Procedure 28 days after any internal process has been complete. If the learner has no further avenues to pursue in relation to the issue then the letter is issued detailing the date the complaints procedure has been completed, it clarifies the issues investigated, it establishes the timescales for escalation to the OIA and advises the student of the OIA process.

Wherever possible, we encourage learners to attempt to resolve any issue by talking to the person immediately concerned or alternatively a personal tutor, or if the issue cannot easily be resolved the complaint should be directed to the relevant Assistant Principal. For alternative formats contact **complaints@liv-coll.ac.uk2**

If learners are unable to resolve the issue informally, a formal complaint is made. The complaint must be about something which has happened within the last twelve months. The complainant will receive a receipt and acknowledgement within 2 days and the complaint is passed on to the relevant investigating officer.

A written response to the complaint is made no later than **10 working days during term time – it may take longer over college holiday times due to staff availability.**

2. Scope

2.1 The Complaints policy and procedure is for all people served by the Higher Education team including staff (in relation to supporting students), students, parents, stakeholders, employers, contractors, visitors and others.

2.2 The policy does not replace College policy and procedures for academic appeals or disciplinary action; these procedures should be applied where appropriate.

3. Informal Complaints up to Head of School level

3.1 Wherever possible, attempt to resolve the issue by talking to the person immediately concerned. If you are a student and cannot or do not want to talk to the person directly concerned:

- Talk to your personal tutor
- Discuss the matter with your student representative who can accompany you to a meeting
- If the complaint is made about a member of staff and you would like to be accompanied when this meeting takes place, you can ask at Advice and Guidance for someone to come with you. S/he will support you in getting your points across as clearly as possible and help where possible to enable you and the person concerned to resolve the problem informally
- If the issue cannot easily be resolved the complaint should be directed to the relevant Assistant Principal
- Verbal complaints to Reception and staff in public areas and/or requests to meet the Principal should be referred to the Head of School of the area in which the complaint is about or, if they are unavailable, the centre manager
- If the complaint is resolved at this stage it must be recorded in the HE expression of dissatisfaction log and any related documentation retained for two years. Where the complaint is not satisfactorily resolved at this level, all documentation and notes should be forwarded to The HE Complaints Team as a formal complaint.

4. Making a formal complaint

4.1 If you are unable to resolve the issue informally, you can make a formal complaint.

The complaint must be about something which has happened within the last twelve months.

- You can complete a complaint form, which is available from the complaints department at complaints@liv-coll.ac.uk or call the team on 0151 252 3627. Alternatively you can access the form
- For alternative formats contact **complaints@liv-coll.ac.uk** from Advice and Guidance, College receptions, LRCs or from the Student Intranet homepage under Information. If you would like help to fill in form ask any member of staff in Advice and Guidance, LRCs or reception, email or **BuzztheBoss** on **07757454854**
- You will receive a receipt and acknowledgement within 2 days and your complaint will be passed on to the relevant investigating officer
- Your receipt will have the name of the investigating officer. You will receive a written response to your complaint no later than 10 working days during term time - it may take longer over college holiday times due to staff availability.

4.2 You will, in most cases, be able to withdraw your complaint at any point. But if your complaint is considered to have an impact on students, staff or the college, the investigating officer may have to follow it through even if you want to withdraw.

4.3 The Complaints Manager will nominate the appropriate officer to investigate the complaint. The nominated person to lead the investigation will be the Head of School or Assistant Principal for that area. For alternative formats contact **complaints@liv-coll.ac.uk**



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