



# Student Complaints Policy and Procedure

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## Accessibility Statement

If you have any learning difficulty, disability or health problem, that means you are unable to use the complaints procedure in the way laid out in this document, or you may require additional support to help you with the process, please contact the College Complaints Officer at: [complaintsadvise@hca.ac.uk](mailto:complaintsadvise@hca.ac.uk) to discuss how the process can be adjusted to support your needs. Should you require this guide in an alternative format please contact the College Complaints Office.

# Student Complaints Policy and Procedure

## Introduction

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1. Hereford College of Arts (HCA) is committed to providing a high quality learning experience through its teaching and wide range of services and facilities. It encourages a positive environment where feedback from students is welcomed and where constructive complaints can be dealt with effectively.
2. The college aims to handle complaints in a way that:
  - Is fair and efficient
  - Facilitates early resolution
  - Encourages informal resolution nearest to the source of the complaint
  - Treats complaints with seriousness, sympathy, courtesy and confidentiality
  - Enables the college, where relevant, to address areas for improvement.
3. The college has made a commitment that no student will be penalised for making a reasonable complaint. No student bringing a complaint under this procedure, whether successfully or otherwise, will be disadvantaged.
4. Students have the right to expect that everyone who responds to, investigates, or adjudicates upon a review will do so impartially.
5. As a student, you should note that a complaint will not always produce the outcome that you are seeking, as all points of view have to be considered. Whatever the decision, your concerns will receive serious consideration and if the college is not able to resolve the problem, it will advise you and explain the reason for its decision.

## Scope

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### What is a complaint?

6. A complaint is an expression of dissatisfaction by a student or group of students about the standard of service, action or lack of action, by the college or on its behalf.
7. **Academic** and **non-academic** complaints include concerns about the following:
  - Any of the services or facilities provided by the college such as workshops and libraries or registry and finance (such being examples only)
  - The quality of teaching and or supervision
  - Misinformation about your course or any college service
  - Treatment by a staff member
  - The behaviour of any visitor or other party contracted by the college.
8. The list above is not exhaustive but some complaints CANNOT be made under this policy:
  - Complaints about the decisions of HE Examining Boards (see points 95 & 96 for guidance)
  - Complaints about people not employed or contracted by the college (so for example a complaint about student residential accommodation should be directed to the landlord)

- Appeals against a disciplinary decision which should be taken up in accordance with the college's Behaviour and Disciplinary Policy and Procedure for students
- This policy excludes complaints made about Freedom of Information (Fol) access requests which are handled separately and should be made to the college Data Protection Officer
- Complaints about admissions should be raised through the College Complaints Officer and would refer to the Admissions Policy.

### **General issues and feedback**

9. The college has a number of ways in which general issues may be raised including through student representatives and the student council and the Students Union. Feedback given in response to questionnaires and surveys will not be considered complaints although it may well lead to improvements in service.

### **Complaints about other students**

10. Complaints against another student should be made following the Behaviour and Disciplinary Policy for students. This may have different timescales to this procedure.

### **How do I complain about my assessment grade or the decision of an examining board?**

11. This policy does not apply to complaints about assessment grades or decisions of an examining board. Any complaints or queries regarding assessment should always be discussed with the staff responsible for delivering and marking your assignment/project. In this way your tutor will be able to go through the specific reasons why you achieved the grade you did.
12. If you are still dissatisfied about the assessment outcome and/or your final qualification result, you should speak with the Head of FE or Head of HE who will consider the concern. If the college is not able to resolve the matter to your satisfaction, you can appeal to the appropriate awarding or validating body. Contact details are available from the College Complaints Officer at: [complaintsadvice@hca.ac.uk](mailto:complaintsadvice@hca.ac.uk)
13. If you have a concern that a personal extenuating circumstance may have impacted on your assessment, you should bring this to the immediate attention of Registry who will advise you on what to do. This would be referred to the awarding or validating body's academic appeal policy.

### **Anonymous complaints**

14. The college does not consider anonymous complaints through this procedure. Students are strongly advised not to make anonymous complaints. If an anonymous complaint provides compelling evidence or raises a particularly high risk concern then the college may decide to investigate but the college is not obliged to enter into any correspondence or acknowledge receipt of the complaint, or follow this procedure.

### **Frivolous or vexatious complaints**

15. The college may reject a complaint if in the judgement of the Head of HE or FE in consultation with another member of the Senior Leadership Team it is considered to be frivolous or vexatious.

Examples might be:

- Complaints that are designed to cause disruption or annoyance
- Demand redress that lacks serious purpose or value

16. If the complaint is judged frivolous or vexatious the Head of FE or HE will explain in writing the decision not to pursue the consideration of the complaint further.

### **Unacceptable behaviour**

17. The college is committed to providing a fair and safe environment for both students and staff and expect both to behave with respect. It is understood students may feel angry and upset but complaints must not be pursued in an abusive and threatening way or make unreasonable demands.
18. Examples might be:
- Insisting on seeing or speaking to a member of staff immediately
  - Continual phone calls, email or other contacts
19. If the actions of a student making a complaint are considered unacceptable the college will explain why it considers the behaviour unacceptable and the student will usually be given a chance to modify their behaviour. The college may also refer to student disciplinary procedures.

### **Who can make a complaint?**

20. This policy applies to all FE and HE students, at any level of study, enrolled directly (or have been enrolled in the previous three months) at Hereford College of Arts.

### **Timescales**

21. Concerns and complaints should be raised as quickly as possible to facilitate resolution. Complaints should normally be raised within 28 days of the student becoming aware of the problem. Complaints raised more than three months after the incident occurred will be deemed out of time unless there is an exceptional reason why the complaint could not be raised earlier. Former students must raise complaints within three months of leaving and must provide good reasons for not raising the complaint whilst they were enrolled with the college.
22. This procedure does not apply to members of the public. Members of the public who wish to make a concern known should contact the College Complaints Officer who will refer the concern to the Principal or their nominee.

### **Collective Complaints**

23. The normal expectation is that students will submit a complaint which relates to their own experiences only. However, where a service failure may have affected a number of students they may elect to make a collective complaint. In this case they need to confirm in writing that one or two students will act on their behalf.

### **Appointment of a representative**

24. HE Students:  
As independent adults who should take responsibility for their own learning the college expects students to make their own representations within this complaints procedure. In exceptional circumstances a complaint may, with your written authority, be submitted on your behalf by someone else. In dealing with the complaint, the college will still expect to have direct contact

with you during the process of any investigation, unless there are extreme circumstances preventing such access.

FE Students:

The college expects students to make their own representations within this complaints procedure. Parents or guardians of students under 18 years of age may submit a complaint on your behalf. In dealing with the complaint, the college will still expect to have direct contact with you during the process of any investigation, unless there are extreme circumstances preventing such access.

All students will have the right to be accompanied by a person of their choosing at any meeting associated with the complaint process and is required to inform the college in writing in advance of any meeting or panel whether they intend to be accompanied. They may be accompanied, but not represented, by a parent or guardian, friend or colleague or another member of the college community for example a member of the SU. The accompanying person shall not normally contribute to the discussions.

### College Complaints Officer

25. The role of the Complaints Officer is to be the liaison between the complainant and the college and will administrate all aspects of the process. The College Complaints Officer has no input in the investigation or decision making around the complaint outcome, but will be supporting the Investigating Lead document any meetings that take place. They are available to the complainant to answer any questions or concerns around the process and will be the main point of contact throughout the investigation.

### Confidentiality

26. **If I complain about another person will they find out?** Individuals who are the subject of a complaint are entitled to know who is complaining and the nature of the complaint.
27. If, in exceptional circumstances (and for justifiable documented reasons), a complainant wishes to remain anonymous the college may consider this as appropriate.
28. The college is mindful of its obligations under relevant data protection regulations and the Equality Act 2010 in relation to information shared. Information associated with the case will be disclosed to as few people as possible. In submitting a complaint, however, students must accept that limited disclosure of all or part of their submission will be required to enable investigation of their case to proceed.
29. Where a student submits information about other people they should limit any personal information to the essentials, as there may be a requirement under data protection to notify third parties of any circumstances in which their data is being processed.
30. Where a complaint has been raised against a student or member of staff and has been upheld the student raising the complaint will be informed of this. However, it would not usually be appropriate to share specific details affecting specific students or staff members, particularly where disciplinary action is being taken.

### Accessibility Statement

31. If you have any learning difficulty, disability or health problem, that means you are unable to use the complaints procedure in the way laid out in this document, or you may require

additional support to help you with the process, please contact the College Complaints Officer at: [complaintsadvise@hca.ac.uk](mailto:complaintsadvise@hca.ac.uk) to discuss how the process can be adjusted to support your needs. Should you require this guide in an alternative format please contact the College Complaints Officer.

32. There are a number of other policies and procedures that may be relevant in consideration of a complaint. For example, a complaint might concern bullying or fitness to study which are covered in separate policies.
33. As part of the initial assessment of a complaint, the college will consider which policy/policies are most appropriate. The college will inform students which policy is being applied or when more than one policy is being applied, which one is the lead policy.

### Can I withdraw my complaint?

34. You can withdraw a complaint at any time during the stage of investigation by giving notice in writing to the College Complaints Officer. Once you have withdrawn your complaint the matter is closed unless the college decides to pursue the matter under other procedures.

## Complaints Procedure

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35. The complaints procedure is intended to provide a quick, simple and streamlined process with a strong focus on early resolution.

The procedure involves up to three stages:

- **Stage 1** Early complaints resolution seeks to resolve straightforward complaints swiftly and effectively at the point at which the complaint is made to those responsible for the service under consideration, or as close to that point as possible.
  - **Stage 2** A formal complaint is appropriate where a student is dissatisfied with the outcome of early resolution or where early resolution is not possible or appropriate due to the complexity or seriousness of the case.
  - **Stage 3** Complaints Review enables a student who remains dissatisfied with the outcome of a formal complaint investigation to request a review of the decision by the Principal or their nominee. If a student remains dissatisfied at the completion of internal procedures, HE students are able to complain to the Office of the Independent Adjudicator (OIA) and FE students to the Education and Skills Funding Agency (ESFA).
36. Only exceptionally, and where there are reasonable grounds for such, would the procedure be varied at the discretion of the Principal or their nominee.

## Stage One – Early Complaints Resolution

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37. Any student who has a complaint is encouraged to raise it initially at the point of becoming aware of the concern and raise it with the head of the team or service in which the issue arose. The student should make it clear that they are making an informal stage one complaint as opposed to making an observation, asking a question or providing feedback. If the student has

any doubt as to whom to make the complaint, they may seek advice from their course team or contact the College Complaints Officer (complaintsadvise@hca.ac.uk) to discuss the complaint. The aim at this stage is to resolve the problem directly, informally and as quickly as possible.

38. Complaints at this stage may be made face-to-face, by phone/video call, in writing or by email. Students should ensure they include the following information however the concern is raised:
- They are making an informal stage one complaint within the terms of the procedure so that the staff member can respond accordingly
  - The specific concern and impact on the student
  - The area of the college or staff the student believes involved
  - The outcome they are hoping for.
39. The staff member will discuss the matter with you and consider some key questions
- Is this a complaint or does it need to be referred to another procedure?
  - What is the nature of the complaint?
  - Who is involved?
  - Can the complaint be resolved on the spot with an apology, explanation or solution?
  - Can another member of staff help in seeking an early resolution? Can I help convene a conversation between the student and another member of staff?
  - What assistance can be provided in taking this forward within the first stage procedure?
  - Is the complaint factually accurate? Do facts need to be checked?
40. You will be told if the member of staff feels that you need to be referred to another member of staff or if the complaint needs to be dealt with immediately through the stage two formal process. If the staff member feels another member of staff needs to handle the concern they will liaise and make necessary introductions for the student.
41. Resolution may be achieved by providing explanation of why an issue occurred and/or apology (on-the-spot or after enquiry), a proposal to remedy the matter for the student and/or outline where possible what will be done to avoid this concern happening again in the future.
42. An apology does not amount to an admission of liability in the legal sense but enables the college to take responsibility for improving arrangements and reassure the student the complaint has been taken seriously.
43. The member of staff handling the complaint, will alert the College Complaints Officer that they are handling a stage one complaint and they will normally advise the student of the outcome within 10 working days from the date on which the complaint was received.
44. If more time is needed for consideration of the complaint (e.g. in the absence of a key person) then the member of staff handling the complaint will inform the College Complaints Officer who will advise you in writing and set another date for completion.

### **Closing the complaint at the early resolution stage**

45. The outcome will be communicated to the student face to face or by phone or email. If the outcome is given orally it will be summarised in an email which will be sent to the student and also to the Complaints Officer who will keep a record for monitoring.

46. The email should include the following information (a template for guidance is available from the College Complaints Officer)
- The date the concern was raised
  - A brief summary including the outcome the student was hoping for
  - The outcome the complaints handler determined including for example an explanation and/or apology, and any steps to improve a service in the future or referral to college management for further consideration
  - Advice to the student that this closes the early resolution complaint and information on the availability of a second stage if they remain dissatisfied.
47. If following feedback, the student is dissatisfied with the outcome, or if, owing to the nature of the complaint it is not appropriate to deal with it informally, the complaint may be dealt with at a more formal level at Stage Two. This should be received within no more than 28 days after the informal procedure has ended (where appropriate) or after the student became aware of the issue.

## **Stage Two - Formal**

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48. The formal complaint should usually only be considered if attempts to resolve the matter informally have been unsuccessful.
49. A complaint may be moved straight to the formal stage exceptionally if the issues are complex and will require detailed investigation or the issues are serious and represent major service failure or possible harm to the student's immediate wellbeing.
50. If a student requests the complaint is moved straight to the formal stage this will be considered by the Head of FE or HE.
51. A formal complaint must be made in writing to the College Complaints Officer using the Student Complaint Form (SCF) available (see Appendix A). The student must provide as much information as possible, indicating what reasonable steps they would like to see taken to resolve the matter.
52. Formal complaints must be received no more than 28 days after the informal procedure has ended (where appropriate) or after the student became aware of the issue.
53. Formal complaints received after these deadlines will be deemed to be out of time and will not be considered unless there are compelling reasons as to why the formal complaint was not raised in a timely manner.
54. Where a complaint is deemed out of time, the college will issue a Completion of Procedures Letter on request, noting the reason why the complaint was not considered and advising the student that they may be able to take their complaint to the OIA for HE or the ESFA for FE.
55. The College Complaints Officer will acknowledge receipt of the complaint within three working days.
56. The complaint will be reviewed by the Head of FE/HE or their nominee.
57. The student may be referred back to the informal process or asked for further information.



58. Within 10 working days (and earlier if possible) the College Complaints Officer will inform the student if it has been accepted for stage two and who will investigate it. The Complaints Officer will also ensure the student has a copy of this policy.
59. The manager appointed to Investigating Lead, in liaison with the College Complaints Officer, should provide an indication of the timescale likely to be required to investigate, reach a resolution on the complaint and report back to the student making the complaint.
60. The purpose of conducting an investigation is to establish all the facts relevant to the points made in the complaint and to provide a full, objective and proportionate response to the student that reflects the college's considered opinion.
61. The investigation should be completed as quickly as possible, and in any event, within at least 15 working days of the complaint's acceptance at stage two and appointment of the Investigating lead. The student should be notified in the event of any delay in the process during the investigation.
62. The Investigating Lead may need to arrange a meeting(s) with the student who has made the complaint and other students or staff within the college to discuss the matter.
63. If the complaint is about another individual the Investigating Lead may involve that person in a meeting with the student who has made the complaint or conduct separate meetings.
64. The meeting(s) may seek for example to:
  - Clarify statements made in the formal complaint
  - Establish facts
  - Confirm the details of the complainant's stated desired outcome
  - Share the main points in the Investigating Lead's initial report.
  - Share the wider context
65. These meetings will normally be held in person, if for reasons of distance or other good reason, physical attendance is not possible, the complainant shall be invited to communicate via video call if necessary.
66. At these meetings, staff and students will be entitled to be accompanied, but not represented, by a parent or guardian, friend or colleague, or another member of the college community, for example a member of the SU or a Union Rep. The accompanying person will not normally contribute to the discussions.
67. Another member of staff may be invited to attend these meetings, for example the Wellbeing Development Lead. In this case the student or member of staff being interviewed will be informed in advance who is attending and their role in the meeting.
68. Meetings will not be recorded in accordance with data protection legislation, unless there are exceptional circumstances and all participants give permission before the recording starts. The college does not allow for any meetings to be recorded covertly. Notes will be taken for each meeting held and sent to the attendee/s to confirm they are a true representation of the meeting discussion.
69. The college will ensure that all written records related to the case are clear, accurate, and appropriate and will be stored in accordance with relevant data protection legislation.

## Mediation

70. Some complex complaints (where for example the complainant or other involved parties have become entrenched in their position) may benefit from a different approach to resolving the complaint. Using mediation may help both parties to understand what is driving a complaint and may be more likely to result in a mutually satisfactory conclusion being reached. Where the college and student agree to mediation, revised timescales should be agreed.

## Closing the complaint at the formal, second stage

71. When the Investigating Lead has concluded their report they will make recommendations to be reviewed and agreed by the Head of HE/FE if they have not led the investigation themselves (and in consultation with another member of the senior leadership team when they have).
72. The outcome of the formal stage will be communicated to the student in writing (usually using the template in Appendix B) including:
- The student's name course and year of study
  - Date of receipt of stage two complaint
  - Outcomes the student was hoping for
  - Summary of the investigation and any documents reviewed
  - The conclusions drawn by the Investigating Lead with reasons.
73. The outcomes available are as follows:
- Complaint not upheld
  - Complaint upheld in whole or in part
  - In the event of a complaint being upheld in whole or in part, the written outcome should include an indication of how and when any remedy will be implemented.
74. Where a complaint has been made against an individual(s), the Investigating Lead will communicate the outcome(s) as appropriate.
75. The written outcome should also include information about the student's right to take the complaint to the third stage including timescales and relevant procedure.
76. If the complaint has been upheld against a staff member and they feel the outcome is unjustified or remedial action is disproportionate the staff member may also request review of the complaint in which case this will follow the same procedure outlined below:

## Stage Three Internal Review of Complaint

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77. A request for an appeal against a Stage Two decision must be made in writing to the College Complaints Officer at [complaintsadvise@hca.ac.uk](mailto:complaintsadvise@hca.ac.uk) within 10 working days of receipt of the decision communicated at Stage Two.
78. A simple verbal expression of a desire to request a review by the student within the above deadline shall not be deemed to constitute a formal request for review and shall not be accepted.

79. A request for review received after the above deadline will be deemed to be out of time and will not be considered unless there is independent evidence to show compelling reasons as to why the request for review was not submitted in a timely manner.
80. Where a request for review is deemed out of time, the college will issue a Completion of Procedures Letter on request, noting the reason why the request for review was not considered and advising the student that they may be able to take their complaint to the OIA for HE and ESFA for FE.
81. If no request for review is received within 10 working days, the college will assume that the student does not wish to request a review. Where the student subsequently requests a Completion of Procedures Letter, the college will issue a Completion of Procedures Letter, noting that the student did not engage with the request for review procedures in a timely manner and advising the student that they may be able to take their complaint to the OIA for HE and ESFA for FE.
82. The written request for a review of the outcome must include information about how the complaint has been dealt with to date and the basis upon which the request is made. A request for a review should include your reasons for a review which might include the following:
  - New information or evidence has come to light
  - Available information or evidence was not considered during the Stage Two complaints process
  - A procedural irregularity
  - The complaint outcome was not reasonable given the circumstances of the case.
83. The College Complaints Officer will bring the request for review to the attention of the Principal and will acknowledge receipt of the request within three working days and provide a clear indication of the timescale likely to be required to investigate the complaint further.
84. The Principal (or their nominee) will consider the complaint in full and will refer to all the information submitted and outcomes communicated in relation to stages one and two of the student complaints procedure.
85. In considering the complaint, the Principal may wish to set up a Complaints Panel chaired by the Principal (or their nominee), which may include staff who have not previously been involved in the investigation and/or members of the college board.
86. The panel will receive and consider the documentation generated by the complaint and may decide that it would be beneficial to hear other evidence at a formal hearing. Such a hearing may assist the panel in giving fresh consideration to the merits of the original complaint, considering the way in which the complaint has been handled at previous stages, and providing an opportunity to reconsider the appropriateness of the decisions made at previous stages of the procedure.
87. The hearing will not be conducted as an alternative to any part of staff disciplinary or grievance procedures where these may be deemed appropriate.
88. The student who has raised the complaint will be invited to the meeting(s) and shall have access to the documentation that the panel received about the complaint. They may be accompanied, but not represented, by a parent or guardian, friend or colleague or another member of the college community for example a member of the SU. The accompanying person will not normally contribute to the discussions.

89. Any person accompanying the student who has raised a complaint shall be asked by the Chair to identify themselves at the beginning of the proceedings and may be invited by the panel during the hearing to speak in support of the case. Another person may not be sent to a hearing in place of the complainant.
90. In the event that the complaint is lodged against the Principal, the Chair or Deputy Chair of Governors will arrange for the Complaints Panel to be set up and will Chair and convene necessary meetings or a formal hearing. It will be the responsibility of the Chair or Deputy Chair of Governors to report the outcomes.
91. The Principal will issue and forward to all relevant parties, a written decision within 15 working days of receiving the request for the review of the complaint in writing. In the event that the Principal is unable to fully complete the necessary review within this timescale, they will write to the complainant notifying them of the delay and giving due reason why.
92. The outcomes available are as follows:
  - Complaint not upheld
  - Complaint upheld in whole or in part
  - In the event of a complaint being upheld in whole or in part, recommendations should be made in respect of remedial action required and reported directly to the complainant and any other parties involved.
93. If the decision is made that any action should be taken as a consequence of the complaint, the Principal (or their nominee) will ensure that appropriate action is taken and will monitor the process.
94. If the decision is made that no action should be taken as a consequence of the complaint, the complainant, if still dissatisfied with the outcome and who having exhausted all the appropriate internal complaints procedures at the college, can submit the complaint to the relevant awarding or validating body.

## Continuing the Complaint Beyond the College

95. Details of how to access the Complaints Policy and Procedures for the relevant Awarding Bodies and how to make a complaint about a Further Education college can be obtained from the College Complaints Officer at [complaintsAdvice@hca.ac.uk](mailto:complaintsAdvice@hca.ac.uk) or accessed via the following hyperlinks:
  - University of Wales Trinity Saint David (UWTSD) complaints procedures are found here: <http://www.uwtsd.ac.uk/academic-office/procedures-for-academic-appeals-complaints-and-other-student-cases/>
  - University of the Arts London (UAL) Student Complaints Procedures are found here: <https://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals>
  - AQA complaints procedures are found here: <https://www.aqa.org.uk/contact-us/complaints>
  - Pearson Edexcel complaints procedures are found here: <https://qualifications.pearson.com/en/contact-us/feedback-and-complaints.html>

96. If a complaint cannot be adequately resolved at either college (HCA) or awarding or validating body level, HE students may complain to the Office of the Independent Adjudicator (OIA) <https://www.oiahe.org.uk/> and FE students can complain to the ESFA <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>.
- It must be noted that the OIA will normally only review issues that have been dealt with through the provider's and/or the awarding body's internal procedures
  - The OIA Complaint Form **must be received by the OIA** within **12 months** of the receipt of the Completion of Procedures letter issued either by HCA or UWTSJ
  - Information on making a complaint to the OIA can be found on the OIA website at <http://www.oiahe.org.uk/making-a-complaint-to-the-oia/how-to-make-a-complaint.aspx> and <https://www.oiahe.org.uk/students/how-to-complain-to-us/> where a complaint form can be completed online or downloaded. Alternatively, the OIA can be contacted by telephone or in writing to request a form.

## Monitoring and Evaluation

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97. The nature, incidence and outcomes of complaints will be regularly monitored by the College Complaints Officer presenting to the Senior Leadership Team. These will be presented to the Academic Quality and Standards Committee in an annual report.
98. Equality and Diversity are an integral part of life at Hereford College of Arts (HCA). At HCA we value social and cultural diversity. We work hard to promote equality of opportunity for all of our students and staff, as well as everyone else we come into contact with. The college is committed to ensuring everyone is given equal access to opportunities and is treated with dignity and respect, regardless of age, disability, gender identity (a personal sense of one's own gender. This can correspond to or differ from the sex we are assigned at birth), marriage or civil partnership, pregnancy and maternity (whether or not you are pregnant or have given birth recently), race (includes: race, colour, nationality (including citizenship), ethnic or national origins), religion or belief including philosophical belief and a lack of belief, sex and sexual orientation.
99. Records of complaints and Pro-monitor records will be retained for a period of 3.5 years after the student has completed their studies, or 18 months from the issue date of a Completion of Procedures letter, whichever is the longer, for the purpose of addressing any complaints or reviews. This allows the college to align itself with the OIA, and all awarding bodies complaints processes.



Please describe how you have pursued your complaint to date and how you envisage your complaint can best be resolved e.g. what would be your preferred outcome?

**Preferred outcome(s):**

Continue on a separate sheet(s) if necessary...

**DECLARATION:**

I understand that:

You (the College) will first decide whether the complaint is eligible under the HCA Student Complaints Policy and Procedures.

You will need to handle personal details about me, which could include sensitive information (for example, relating to health matters), in order to deal with my complaint effectively.

You may need to exchange information about my complaint with other persons and other organisations (for example to find out important facts relating to my complaint).

You will keep my personal information confidential except as is necessary to deal with the complaint as set out above.

I agree to the above and confirm that I believe the facts stated in this complaint are true.

**Complainant  
Signature:**

**Date:**

If used at Stage One of the process (optional – Informal complaint), the completed form can be retained by the student.

If used at Stage Two of the process (formal), the completed form must be submitted to your relevant manager.

If used at Stage Three of the process (formal – appeal against outcome), the completed form must be submitted to the College Complaints Officer, Principals Office, College Road Campus, Hereford. HR1 1EB

This form is available to download from the HCA Studentnet.

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<b>Date received by the College:</b>	<b>College Stamp:</b>
<b>Details of complaint continued:</b>	

<b>Preferred outcome(s) continued:</b>
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APPENDIX B

**STUDENT COMPLAINT MONITORING (SCM) FORM:**

This form must **completed by staff** at Stage One (informal) and Stage Two (formal) of the College Student Complaints procedures. It may also be used for Stage Three (formal – appeal against outcomes) in addition to any other formal written information the College may wish to include following an investigation into a student complaint.

<b>Student Name (in capital letters)</b>	
<b>Contact Address:</b>	Course and year of Study:
Email address:	
Telephone N°: (home)	Telephone N°: (mobile)

Date of Complaint:	Staff name:
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<b>Nature of Complaint:</b>
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<b>Outline of investigation undertaken:</b>
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<b>Discussed with:</b>			
	<b>Name:</b>	<b>Date:</b>	<b>Further action required by:</b> (please tick box)

Course Tutor:			<input type="checkbox"/>
Course Leader:			<input type="checkbox"/>
Curriculum Leader:			<input type="checkbox"/>
Learning Support Staff:			<input type="checkbox"/>
Registry Staff:			<input type="checkbox"/>
SLT Member:			<input type="checkbox"/>
Other:			<input type="checkbox"/>

**Please describe how the complaint has been dealt with:**

**Outcomes of the investigation into the complaint:**

**Did the complaint require any follow up action following resolution of the complaint?**

**Did the follow up action involve changes to procedures or arrangements within the College?**

**If the answer to either of the above questions is Yes, what action have you taken to ensure that such a complaint will not happen again?**

<b>Signature of Staff Member (if used for Stage One Complaint):</b>	
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<b>Signature of Relevant manager (if used for Stage Two Complaint):</b>	
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<b>Date:</b>	
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Please forward the original completed forms for Stage One (informal), Stage Two (formal) and Stage Three (appeal against outcome) to the College Complaints Officer.

This form is available to download from HCA Staffnet.