

# Quality Code for Higher Education

## Complaints by Students Formal Complaint to the Higher Education & Skills Department

If you wish to make a formal complaint against a Department (whether academic or service unit) you are required to make your complaint in writing to the Higher Education & Skills Department. You are asked to complete this form and send it with any additional information which you think is relevant to your complaint to the Higher Education & Skills Department by post. A formal complaint must be made within **three months** of the event giving rise to the complaint.

The information you provide will be used to investigate your complaint. Information is also requested for monitoring purposes. Information used for monitoring purposes will not disclose your identity. This form has been designed to be completed electronically (boxes will expand as required).

Definition of complaints - you should note that you **cannot** make a complaint under this procedure about:

- Private matters not relating to your status as a student (e.g. relating to *private* accommodation) even if that involves another student
- Complaints about another student
- Matters which are subject to a right of appeal and that right has been exhausted (this includes academic and non-academic appeals).

Once you have submitted this form you are entitled to:

- Have the complaint investigated by a person not previously involved in matters relating to the complaint
- Be interviewed by the person conducting the investigation
- Be accompanied at such interview by a person of your choosing
- Receive a written report within one month (unless a longer date is agreed in writing) summarising the evidence obtained through the investigation, the department's conclusions, whether the complaint is upheld, and any recommendations as a result of those conclusions

## Formal Complaint to the Head of Department / Service Unit

1	<b>Full Name of Complainant</b>	
2	Enrolment Number	
3	Programme of Study/Year of Study	
4	Level of study	
5	Mode of study (full/part time/other)	
6	Department / Unit which is the subject of the complaint	
7	Date of the event giving rise to the complaint (if series of events, give the date of the most recent)	

### Contact information for the purposes of the complaint

*(Only give telephone and email details if you are willing for the Department to use them for the purposes of contacting you in relation to the complaint)*

*It is the responsibility of the complainant to update the Higher Education & Skills Department of any changes to his/her correspondence address.*

8	Correspondence address (including postcode)	
9	Telephone	
10	Email	

### Informal resolution

The College seeks to encourage informal resolution of complaints where possible. If you think your complaint could be resolved informally, you do not need to complete this form but should consult with your Course Tutor or student representative if the matter relates to your programme, or a member of staff of the department concerned if about another matter (such as a service).

11	Has your complaint been considered informally but not been satisfactorily resolved? <i>If YES attach relevant documentation</i>	
12	Would you be willing to consider informal resolution of your complaint? <i>If NO, please indicate why</i>	

## Details of complaint

13	Provide a short summary of your complaint ( <i>attach fuller details and any relevant evidence</i> )
14	Desired outcome: explain what would be a satisfactory outcome from this complaint

### I confirm that:

- the information provided in/with my complaint is true to the best of my knowledge

Signature	
Date	

**PLEASE SUBMIT THIS FORM AND SUPPORTING  
EVIDENCE TO THE HIGHER EDUCATION & SKILLS DEPARTMENT**

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### For departmental use only

a	Date received	
c	If Disability, date copied to Head of Student Services	

## Monitoring information

Please complete the following information. This will be used for monitoring purposes only and will be kept separate from the information relating to your complaint. Your identity will not be disclosed in any monitoring reports produced by the College.

<b>Gender</b>	
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## Disability

If you consider you have a disability, your complaint will be copied to the **College's Inclusive Learning Manager** who will advise on any appropriate arrangements in light of your disability

If you have one or more disabilities please provide the information below:

Autistic Spectrum Disorder or Asperger's Syndrome	
Deaf or hard of hearing	
Learning difficulties e.g. dyslexia, dyspraxia	
Mental health difficulties	
Blind or partially sighted	
Wheelchair/mobility difficulties	
Other - please specify	

## Ethnic Group

Please indicate one

White - British	
White - Irish	
Any other white background (please specify)	
Mixed - White and Black Caribbean	
Mixed - White and Asian	
Mixed - White and Black African	
Mixed - Any other Mixed background (please specify)	
Asian or Asian British - Indian	
Asian or Asian British - Pakistani	
Asian or Asian British - Bangladeshi	
Any other Asian background (please specify)	
Black or Black British - Caribbean	
Black or Black British - African	
Black or Black British - any other Black background (please specify)	
Chinese	
Any other ethnic group not covered above (please specify)	

*The above categories are based on the monitoring questionnaire used by the Office of the Independent Adjudicator for Higher Education*