



Centre for Teaching in
M a n a g e m e n t

Students Procedure for Submitting Complaints & Notes for Complainants

Last Review date February 2014

Next Review date February 2015

Procedure for Submitting Complaints Notes for Complainants

Overview

Informal Stage

It is recognized that many concerns will be raised informally that can and should be dealt with immediately. Normally these concerns should be raised promptly and directly with either the class tutor/course leader/admin team member if the issue is not about an individual member of staff. Similarly, concerns should be raised promptly and directly with the individual against whom there is a concern. If you feel unable to approach that person directly, there are a number of people who could be approached. The aim is to resolve informal concerns quickly, keep matters low-key and enable mediation between the complainant and the individual to whom the matter has been referred. This is entirely appropriate where it can be achieved. However, if concerns are not satisfactorily resolved in this way Complainants may follow the College's Formal Procedures for handling Complaints – as specified below

Formal Procedure

Purpose The formal procedures are intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Definition The College has defined a complaint as 'any expression of dissatisfaction that requires a response'. This definition will apply consistently across all curriculum and functional areas.

Responsibility of the College The College will:

- acknowledge the formal complaint and aim to respond within a stated period of time
- deal reasonably and sensitively with the complaint
- take action where appropriate
- welcome issues being brought to its attention to enable it to improve its services

Responsibility of the Complainant

The complainant will be expected to:

bring their complaint to the College's attention within 12 weeks after the reason for the complaint occurring

explain the problem as clearly and as fully as possible, including any action taken to date

allow the College reasonable time to deal with the matter

recognize that some circumstances may be beyond the College's control

Responsibility for Action

All Staff, the Principal, Senior Administrator and the Company Directors.

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and the College observe the confidential nature of issues. However the circumstances giving rise to the complaint may be such that it might not be possible to maintain confidentiality and each complaint will be judged on its own merit. Should this be the case, the situation will be explained to the complainant and/or their representative.

Monitoring and Reporting

The CTM Management Committee will receive a report of all complaints at least annually and will monitor the handling of complaints in accordance with the College's procedures.

Procedure and Stages

Informal Stage

Matters should normally be raised promptly and directly with the appropriate member of staff

Formal Procedure

Formal complaint, in writing, to Administration Office who will acknowledge receipt and confirm to whom the matter has been referred



The initial complaint in writing will normally be referred to the relevant Course Leader/Administrator who will respond within 10 working days indicating the progress on their investigation into the complaint. If it is evident that it will take longer than 10 working days to resolve the matter, this will be indicated to the complainant and the reasons for the extended period of investigation will be explained, The Complainant receive a written notification of the outcome at the end of the 10 days or longer nominated period.



If not resolved to the complainant's satisfaction –The Complainant may make a formal complaint in writing to the Senior Administrator stating reasons for dissatisfaction with the decision at Stage 1 within 10 days of receipt of outcome at Stage 1



Initial response to the complaint under stage 2 will normally within 10 working days indicating the action to be taken to investigate the complaint. At the end of Stage 2, the complainant will be invited to evaluate the process.



If the complaint is not resolved to the complainant's satisfaction, the complainant may make formal complaint in writing to the Principal, stating reasons for dissatisfaction within 10 days of receipt of outcome at Stage 2



The Principal's initial response will normally be within 10 working days indicating the action to be taken to investigate the complaint. At the end of Stage 3, the complainant will be invited to evaluate the process.



If the issue is not resolved to the complainant's satisfaction, the complainant may make a formal complaint in writing to an independent adjudicator. The contact details of the independent adjudicator will be made available on request by the Senior Administrator.

The independent adjudicator will review the evidence submitted in the case and may if he or she deems it necessary ask for further investigation. The Adjudicator will notify the complainant of the outcome within 10 working days or such other longer period as is agreed after the date of receipt of the complainant's appeal