



MORLEY COLLEGE LONDON

Higher Education Complaints Policy and Procedure

POLICY OWNER:	Chair of HE Subcommittee
FINAL APPROVAL BY:	Policy Committee
Policy Category:	Student
Approved by Policy Committee:	19 November 2024
Approved by Governing Body:	N/A
Review Date:	31 December 2028

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1.11. In respect of point 1.9, nor does the College preclude a Third Party Complaint made on behalf of a student (such as by a carer or relative of the student concerned), but no investigation will be undertaken in such circumstances without the student's written agreement to the concerns raised and written consent for

acknowledged and referred to the College Complaints Coordinator who will ensure that it enters the procedure at the appropriate point.

2.11.

has not already been raised with a person with administrative authority within the Centre.

- 5.1.6. The Centre Principal or Head of Service (or nominee) shall respond to the complainant in writing within ten working days of receipt of the referral from the College Complaints Coordinator.
- 5.1.7. If the complaint has already been seen by the Centre Principal or Head of Service, the complaint will automatically be referred to Stage 2 of the plrra

5.2.6.

entitled to complain to the Office of the Independent Adjudicator.

7. Monitoring

- 7.1. In all circumstances the College is committed to expediting a concern or complaint in the most efficient way possible and in a manner that is appropriate to the level of investigation required. All concerns and complaints are treated with appropriate seriousness in a fair and understanding manner.
- 7.2. Monitoring and evaluating complaints enables the College to satisfy itself that the policy is working satisfactorily for all students, and to take appropriate action where this is not the case. Additionally, collecting information on the focus of complaints provides valuable feedback on all the aspects of support for students' learning. The identification of consistent themes among complaints - or a disproportionate number of complaints from one part of the College - might, for example, point to positive improvements which could be made to the student experience and the quality of the College's offer.
- 7.3. The College Complaints Coordinator will ensure that all records show the nature of the complaint, how it was dealt with, the time taken for a resolution to be reached and the outcome.
- 7.4. Termly complaints reports will be made to the Student [Voice](#) Sub-Committee and Programme Boards with an annual report to the Governing Body setting out the key features, the outcomes and any changes that have been made in response to all the formal complaints that have been initiated during the previous academic year. In order to monitor themes or trends across the College's Higher Education offer and subsequently improve on its services and provisions, the categories shall include:
 - the number of formal complaints lodged;
 - the number of those formal complaints upheld and rejected;
 - the number of formal complaints divided by age, ethnic origin, gender and disability type;
 - mode of attendance, programme and level of study; and
 - a concise and anonymous summary of the issues raised and of any action recommended and/or taken.
- 7.5. This policy and the procedures therein will be subject to an annual review for the purposes of continuous quality improvement. Any changes to the content of this policy and any procedures shall be communicated to all relevant stakeholders as soon as is practicably possible with all changes clearly specified from previous versions of this policy.



Appendix 1 Higher Education Complaints Form

Course on which enrolled

Year or level of study

Please give details of your concern or complaint below - you may include an additional statement attached to this form

Please indicate which category your communication relates to – please tick one

 Concern Incident

The concern has been raised with – Please Circle
(If not indicated stage 1 will be implemented)

ETHNIC ORIGIN – Please Circle

