

Complaints/Grievance Procedure

Inspire Middlesex College is committed to providing a high quality educational experience fully supported by a range of academic and administrative services and facilities. It is acknowledged however that on occasion things can go wrong and we recognise the need for students to be able to express their dissatisfaction where this happens.

The complaints/grievance procedure applies to all students and can be used for all complaints either individually or as a collective. These concerns can be in relation to:

- Programmes and modules
- Services or facilities
- Actions, or lack of actions by staff; including concerns raised in relation to other students
- Workplace issues

The Staff Handbook refers to policies and procedures and new staff are informed of this Complaints Procedure during their induction programme.

This procedure is divided into two main stages **Informal Stage** and **Formal Stage** which are as follows.

Student Complaints Procedure

- Upon receipt of a formal complaint via the complaints@inspiremiddlesexcollege.org an initial acknowledgement email will be sent to the student within 10 working days. The letter will additionally contain the details of the person who will be dealing with the complaint.
- The investigation manager will arrange to meet with the Student to discuss the details in order to obtain further information in respect of the complaint.
- Statements will be requested from all named individuals in the complaint and any further witnesses identified may be asked to provide a statement.

Informal Action

Before taking any formal action it should be considered whether the matter can be dealt with informally in the first instance.

This will consist of informal 'discussions' taking place with the student to discuss the initial complaint and discuss how this can be resolved informally.

Further meetings will take place with the named individual outlining the complaint taking informal resolution into consideration. The purpose of the meeting is to reaffirm knowledge and understanding of the standards of conduct expected and to help and support the facilitation of this. These meetings may also include the employer with a view to finding a resolution.

Informal measures may include but are not limited to: Verbal warning, advice, coaching, counseling, training and re-training.

Informal outcomes will be confirmed in writing and kept on the student/employee file.

There is no right of appeal against informal outcomes

If the student remains dissatisfied with the actions taken they should raise their concerns formally and in writing using the appropriate email address. This will be within 10 days of the outcome being communicated either verbally or in writing.

Stage 1

This will be the formal stage.

- The complaints email should be reviewed by the Safeguarding/Health and Well Being Lead
- They will record the details of the complaint and an initial acknowledgement email will be sent to the student and this will be within 10 working days. The letter will additionally contain the details of the person who will be dealing with the complaint.
- The centre team member dealing with the complaint will arrange to meet with the student to discuss the details in order to obtain further information.
- Statements will be requested from all named individuals in the complaint and any further witnesses identified may be asked to provide a statement.
- Students have the right to be accompanied by an accredited union representative or friend during all stages.
- IMC staff will also have the right to be accompanied by an accredited union representative or a friend and will be given at least 5 days notice of any formal meeting.
- Following the review of all submitted statements and the evidence obtained via investigation the investigating manager will provide a report outlining the findings of investigation, outlining any recommendations.

Stage 2

If the student remains dissatisfied with the outcome he/she should notify the Managing Director within 10 days of receiving the response. They will either:

- Hear the case themselves.
- Arrange for another Senior Manager, not previously involved, to hear the case.
- Follow the option/stages in stage 2 above
- Inform the Student, in writing, of the outcome and of their rights

Stage 3

If the student is dissatisfied with the response, he/she has the right to refer the complaint to the Managing Director who will investigate.

Without prejudice to the student's legal and/or statutory rights, the decision of the Managing Director or his/her representative under stage 3 will be final.

Recording of Feedback and Complaints

A formal record of all cases investigated under this procedure will be kept by the appropriate manager.

Forms

There are complaint and general feedback forms at the back of this handbook for Students use, (Appendix A and B.)
 Completed forms should be forwarded to the Quality Manager, Gopal ladva at info@Inspiremiddlesexcollege.org

Appendix A: Complaint Form

<u>Complaint Form</u>	
Name:	Course:
Date:	Assessor:
Address:	Telephone Number:
	Email:
Details/Nature of Complaint:	
Signature	Date:

