



KMS 900 Complaints Policy and Procedures:

Further Education (FE and Part Time Courses)

Higher Education (HE)

Application and Admission Services Complaints

Commercial Service Complaints

If you require advice please contact the College Complaints Officer:

- Email views.complaints@kmc.ac.uk or verity.brown@kmc.ac.uk
- [KMC Website](#) - 'Contact Us - Complaints'
- By telephone (Verity Brown - 01305 215000 option 1, extension 3305)

Alternative formats

If you require this policy and procedure document in an alternative format (such as large print, printed on coloured paper or a paper copy of an electronic document), please use the following email address or contact:

enquires@kmc.ac.uk



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Complaint Policy and Procedures

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KINGSTON MAUWARD COLLEGE COMPLAINTS POLICY

1.1 Introduction

- 1.1.1 Kingston Maurward College is committed to continually improving services by listening, and responding, to views of students and service users. On a day-to-day basis, we have processes in place to collect, address and learn from student and service user views and concerns, through our informal and formal student and customer feedback processes.
- 1.1.2 This Complaint Policy and Procedures addresses how to make a complaint where you are dissatisfied with our services, or we have got things wrong. It provides a route by which complaints may be made to us by applicants, further education and higher education students, commercial services clients, and members of the public, so that a prompt and effective response may be made to remedy complaints raised with us.
- 1.1.3 The policy and procedure sets out our approach to responding to complaints about services offered by the College in a fair, transparent, consistent, accessible, and inclusive manner.
- 1.1.4 It is our obligation under UK Consumer Law to investigate and respond to all complaints effectively. We ensure that complaint outcomes and remedies put in place are monitored carefully, through our formal College governance committees and procedures, to continually improve our services for students and commercial service users.
- 1.1.5 Some sections of the Compliant Policy and Procedures, including where applicable referral to the Office for the Independent Adjudicator (OIA), apply only to University Centre Kingston Maurward Higher Education students.

1.2 Reasons for the Complaint Policy and Procedures

- 1.2.1 The Complaints Policy and Procedures sets out the College commitment to ensuring that:
- The process to make a complaint is accessible and as easy as possible to follow.
 - It is clear who you can contact for advice on the complaint process and also impartial advice and support.

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- Complaints about any aspect of our service are responded to consistently, with provision of prompt, proportionate and effective remedies to complaint matters where we have got things wrong.
- Appropriate confidentiality and impartiality are maintained in our investigations of complaint matters, ensuring that no one is discouraged or disadvantaged in making a complaint to us.
- Information is provided about how your complaint will be resolved.
- You have the appropriate advice and information on what to do if you are not satisfied with how the outcome of your complaint to the College, or how the College addressed your complaint.
- We meet our Student Terms and Conditions, Student Charter, and commercial service obligations.
- That we learn from complaints and we use them to improve our services through our college monitoring and governance systems.
- College complaint policy and processes operate effectively, at all times, without prejudice or bias.
- Signposting to an awarding body and/ or appropriate external body, where required is clear. If you are dissatisfied with our response to your complaint, we provide information so that you will know who to contact to pursue this with an appropriate external party.
- We meet our Consumer Law and Equality Act 2010 obligations.

1.3 Complaint Policy and Procedures Scope - who are the policy and procedures for?

The Compliant Policy and Procedures are designed for use by:

Students

- 1.3.1 The Complaints Policy and Procedures can be used by all enrolled students following Higher Education, Further Education, and part-time courses.
- 1.3.2 Graduates of our courses, or students leaving their course, may complain to us within 6 months of course completion or date of leaving.

Applicants

- 1.3.3. The Complaints Policy and Procedure may also be used by applicants to courses offered by the college dissatisfied with any aspect of our admissions services. Sections 1.4.5 and 1.4.6 of the policy and procedures apply.

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Employers and Commercial Service Users

1.3.3 Employers and college commercial service users who are dissatisfied with our services can use these procedures. Section 10 of the policy and procedures apply.

Visitors to the College and Members of the Public

- 1.3.5 Members of the public and visitors to the College may can use these procedures.
- 1.3.6 If you have any complaints or concerns regarding safety of young people or vulnerable adults please report these immediately to the College Designated Safeguarding Lead and Child Protection Officers.
Please refer to [KMS 250 Safeguarding Policy](#) for current contact details.
- 1.3.7 If there are immediate safeguarding concerns reported through the complaint's procedure, these will be reported to the Designated Safeguarding Lead in fulfilment of the College's statutory duty, [Keeping Children Safe in Education](#).

1.4 What is a Complaint?

Student Complaints

1.4.1 For Higher Education and Further Education students, and all students following part-time courses, we adopt the definition used by the Office of the Independent Adjudicator (OIA) that a complaint is:

An expression of dissatisfaction by one or more students about something the College has done or not done, or about the standard of service provided by, or on, the College's behalf.

1.4.2 A complaint can be about any aspect of student life including, but not limited to:

- teaching and learning
- assessments
- the behaviour of other students
- the behaviour of staff members
- bullying and harassment
- facilities
- equipment

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- support
- advice and accommodation services whether delivered directly by the College or by another person or organisation on our behalf.

1.4.3 If you are a student and wish to request a review of a Board of Examiners decision (e.g. a module grade or course result) please refer to the College's Academic Appeal Policies and Procedures:

[Further Education Students](#)

[Higher Education Students](#)

Admission Complaints

1.4.4 If you have applied for courses offered by the College and are dissatisfied with any aspect of our applicant and admission services and /or advice we will investigate your complaint using the Complaint Policy and Procedures.

1.4.5 Admission Complaints are considered on one or more the following grounds:

- There is evidence of a material or administrative error in arriving at the decision
- The FE Admissions Policy and Procedure was not followed, in a manner that could have resulted in a different decision if it had been properly followed.
- The HE Admissions Policy and Procedure was not followed, in a manner that could have resulted in a different decision if it had been properly followed
- The HE Admissions decision failed to take into account all qualifications held by the applicant, for which certificated evidence was supplied or has subsequently been provided
- If applicable, the Recognition of Prior Learning Policy and Procedures were not followed, in a manner that could have resulted in a different decision if it had been properly followed

[Further Education Students](#)

[Higher Education Students](#)

Employers and Commercial Service Users

1.4.6 For employers and commercial service users who are dissatisfied with College services and contract delivery, we will investigate your complaint via the Complaints Policy and Procedure.

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Visitors and Members of the Public

1.4.7 We are committed to investigating complaints which may include but are not limited to, staff or student behaviour, site and building accessibility, and events held on College premises.

General Considerations

1.4.8 The Complaints Policy and Procedure for Further Education complaints is informed by the Education & Skills Funding Agency [ESFA](#)

The Complaints Policy and Procedure for Higher Education complaints is informed by the Quality Assurance Agency (QAA), UK Quality Code [Quality Code \(qaa.ac.uk\)](#), [Competition and Markets Authority Guidance for compliance with Consumer Law](#) and the protection of student interests, and the Office of Independent Adjudicator's (OIA) Good Practice Framework for Handling Complaints and Academic Appeals [Good Practice Framework - Handling complaints and academic appeals - OIAHE](#).

1.4.9 In operating the Complaints Policy and Procedure there are a number of factors which may affect the way in which we respond to the complaint and timescales indicated in the procedures.

This includes, but is not limited to:

- Where the issue raised is significantly affecting the student's mental health and wellbeing or where a student is very distressed
- Complaints relating to ongoing disability support
- Cases where delay may cause significant difficulties regarding the student's visa status
- Issues of serious and repeated service failure and/or significant delay
- Issues of a sensitive nature where specialist support maybe required for a students' health and wellbeing

- Issues which require police investigation, due their possible criminal nature, and which may have a safeguarding implication for a student or the College community. In these instances, the College may report the matter to the police directly where a threat to safety is imminent or support a student to report the matter to the police where it is appropriate to do so.

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The [Safeguarding and Prevent Policy and Procedures](#) refers. In this instance the College may suspend investigation pending the outcome of any legal action

- Complaint investigation will be paused until any ongoing legal action related to the complaint matters is concluded.

1.5 Possible complaint outcomes

1.5.1 A complaint following either early resolution or investigation by the College, may be:

- **Upheld and remedy determined:** complaint issues are deemed justified, on the balance of probability following investigation, and a remedy to the complaint determined and communicated, to mitigate the complaint.
- **Partially upheld:** some complaint issues were deemed justified on the balance of probability.
- **Not Upheld:** complaint issues not evidenced, and not upheld on the balance of probability and a report made available.
- **Referred** for alternative action for example matters including but not limited to the Academic Appeals Policy and Procedure, and the Safeguarding and Prevent Policy and Procedures.
- **Deferred** for consideration, where the complaint matter is the subject of an ongoing legal action which needs to be completed before the College can consider the complaint.

1.6 Timescales for complaint investigation and resolution

1.6.1 The College seeks to complete and resolve complaints within a maximum of 90 calendar days, for all stages of the complaint process. Where there may be an impact on investigation timescales this is communicated with clear advice on expected timescale for completion.

1.7 Group Complaints

1.7.1 Where a complaint issue affects group of students a complaint may be submitted by the affected group. This may include but is not limited to, failure by the College to deliver a course component to a year group where the outcome affects all students within the group.

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1.8 Advocates

1.8.1 A student may wish to appoint an advocate to manage their complaint for health or other reasons. This is in addition to a friend or other designated person who can accompany the student to meetings to provide personal support.

1.8.2 Higher Education and Further Education (aged 18+) students will be asked to confirm with us the name and contact information of a nominated advocate to speak on their behalf and correspond with the College on a complaint matter. We will ask you to provide permission in writing for us to correspond and talk with your nominee about your complaint.

1.8.3 For students under 18 years old parents/ next of kin are kept informed of all stages of the process.

1.9 Anonymous Complaints

1.9.1 Complaints require investigation to enable resolution; where a complaint is made anonymously, it may not be possible to undertake such an investigation to resolve the complaint issues raised.

1.9.2 The College will take action or investigate a matter on the basis of a complaint made anonymously, including but not limited to where there is a safeguarding issue or a serious and or sensitive concern is raised.

1.10 Vexatious or Malicious Complaints

1.10.1 The College may not take action on a complaint found to be vexatious or malicious through investigation. The College may follow appropriate disciplinary procedures where a complaint by a member of the college community, following investigation, is found to be vexatious or malicious.

1.11 Governance and Monitoring of Complaints: improving services for students and customers

1.11.1 The College has comprehensive monitoring and governance structures to assure the effectiveness of the operation of the Complaint Policy and Procedures and to monitor outcomes.

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- 1.11.1.1 This includes the regular reporting and analysis of complaint incidence and nature, and a confidential annual report to the Senior Management Team, Higher Education Academic Board and to the Governors' Quality and Standards Committee.
- 1.11.2 Monitoring information is provided the incidence of complaints, their nature, outcome, and remedy. Equality monitoring of all protected characteristics (Equality Act 2010) is provided for complaint incidence and analysis. Care is taken that no individuals are identified in the reporting process.
- 1.11.3 The College also submits reports that are required by external, regulatory, and awarding bodies which may include the incidence, nature, and outcomes of complaints.

2. COMPLAINTS PROCEDURES

2.1 College Complaint Investigations and Resolution

Stage 1 - Early resolution and informal stage

- 2.1.1 Early resolution is designed to address straightforward complaint issues quickly and locally, for example to remedy a shortfall in service level, before a student, employer or service user makes a formal complaint.
- 2.1.2 The College recognises that there may be circumstances in which you consider that you cannot approach an individual concerned with a complaint matter. In such cases you may seek help from someone else, such as the Student Welfare Team and, if you wish and with your consent, they will help you to do this if it will assist to remedy complaint.
- 2.1.3 The College Complaints Officer will monitor the informal stage process. This early resolution facility is available to all submitting a complaint but it is not a compulsory stage of the complaint procedure. It is not appropriate in sensitive or serious cases, for example but not limited to harassment, and repeat service failure over time.
- 2.1.4 Informal resolution might include, for example, face-to-face discussion to explain a decision or asking an appropriate member of staff to remedy the complaint issue. The outcome will be communicated in writing and monitored by the College Complaints Officer.

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2.2 Stage 2 - Formal stage investigation

- 2.2.1 In order for your complaint to be effectively and thoroughly considered, it is recommended that your complaint is submitted in writing and addressed to the College Complaints Officer.
- 2.2.2 A template Complaints Form is available to assist with guidance on the information which will help us to investigate and resolve your complaint. However, you do not have to use the Complaints Form if you do not wish to.
- 2.2.3 Where a formal complaint is made verbally, the College Complaints Officer will provide you with a written summary of your complaint. You will be asked to agree the content, together with providing additional supporting information at this point.
- 2.2.4 The Complaints Officer, or their nominee, will acknowledge receipt in writing of your formal complaint within 10 working days and let you know who will be investigating it. This is normally by email.
- 2.2.5 Written communication will include your details, the details of the complaint, the remedy sought to the complaint, together with inclusion of a summary of any supporting information provided.
- 2.2.6 You will be requested to advise the College Complaints Officer of any details of whether the matter has been raised informally and why you remain dissatisfied.
- 2.2.7 The Complaints Officer, or their nominee, will identify an appropriate person to investigate the complaint (known as the Investigating Officer). This will normally be a senior person within the College Management Team, who is impartial. No member of staff any person who is the subject, or who has a direct personal interest in the outcome of the complaint will be included in the investigation.
- 2.2.8 The Investigating Officer will be provided with a copy of the original complaint and the date by which the complaint must be responded to.
- 2.2.9 All complaints are considered with confidentiality allowing for formal consultation with appropriate persons required to investigate the complaint.
- 2.2.10 The Investigating Officer will gather evidence to evaluate the probability of the justification of the complaint, interviewing you and those complained about, as

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necessary. The standard of evidence required is the balance of probability of the complaint issue being confirmed.

- 2.2.11 If it is necessary to meet with you regarding the complaint that you have made, you can choose to be accompanied by an advocate, and a friend or colleague for personal support. The Investigating Officer may also be accompanied by an administrative member of staff during interviews to ensure that accurate notes or statements are recorded.
- 2.2.12 The Investigating Officer will, within 10 working days of their receipt of the complaint, provide to the Complaints Officer a written report of their findings and recommendations for any action to be taken in response to the complaint.
- 2.2.13 If the Investigating Officer cannot meet the 10-working day target, i.e. due to unexpected events such as closure of the Campus due to bad weather, they must provide an interim report to you and the Complaints Officer setting out the reasons for this delay and the expected date by which the final report will be available to the Complaints Officer. The Complaints Officer and Senior Management monitor this process.
- 2.2.14 The Complaints Officer will review the final report to ensure that the procedure has been followed; that there has been an objective consideration of the evidence; that the reasons for the conclusion and recommendations are clear.
- 2.2.15 A written response will be issued to you within 5 working days of the Complaints Officer receiving the report. If this deadline cannot be achieved, the reasons for the delay will be communicated to you together with an expected date for delivery of the response.
- 2.2.16 If the Complaints Officer is not satisfied that the matter has been investigated fully and fairly, in accordance with the procedure, a further investigation will be undertaken.
- 2.2.17 The decision will provide information about the:
- right to take the complaint to the review stage
 - grounds which need to be satisfied for the review to take place
 - time limit for taking it to the review stage
 - appropriate review procedure with a direct link to further information
 - where and how to access impartial support.

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2.3 Bournemouth University HE programmes (franchised and validated)

Section 7.4 of the 11F - Student Complaints: Policy and Procedure (copy available upon request).

From 01/09/2015 consideration of both academic and non-academic complaints from students studying towards a BU award at a Partner organisation are coordinated by the University.

Any such complaints should be addressed to the Link Faculty.

3. AWARDING BODY AND/OR REGULATOR INVESTIGATION AND REVIEW OF COMPLAINTS

3.1 Stage 3 - Complaint Review for FURTHER EDUCATION STUDENTS (FE)

If your complaint is not resolved under Stage 2 - Formal Stage of College procedures you may, within 10 working days of the date you received the response to your complaint, request a review.

You will need to demonstrate that:

- The original complaint was not fully or fairly investigated or
- Reasons were not given for the outcome of the complaint or
- The complaints procedure was not followed or
- Fresh evidence, which was not available during the original investigation, has become available

No new grounds of complaint may be raised but you may submit further evidence in support of your case.

Your request must be made in writing to the Principal who will consider if there are grounds for review.

If you remain dissatisfied with the way in which the College has dealt with your FE complaint, and the complaint has been reviewed at Stage 3, you may refer your complaint, in writing, to the following team:

Complaint Policy and Procedures

Customer Service Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Email: - customer.complaints@education.gov.uk

Further information and guidance can be located here:- [ESFA](#)

3.2 Stage 3 - Review by Awarding Bodies for Higher Education, (HE) STUDENT COMPLAINTS

Higher Education awarding bodies are able to review higher education student complaints under university regulations and complaints policies and procedures. You will need to check the procedure and timescale for complaint submission. The College Complaints Officer will be able to provide you with this information.

3.3 Bournemouth University

Section 7.4 of the 11F Bournemouth University (BU)

Student Complaints: Policy and Procedure (copy available upon request).

From 01/09/2015 consideration of both academic and non-academic complaints from students studying towards a BU award at a Partner will be coordinated by the University. Any such complaints should be addressed to the Link Faculty.

3.4 Royal Agricultural University

If your complaint is not resolved under Stage 2 – Formal Stage procedures, you may within one month of the date you received the response to your complaint, request a review.

However, you will need to demonstrate that

- The original complaint was not fully or fairly investigated or
- Reasons were not given for the outcome of the complaint or
- The complaints procedure was not followed or
- Fresh evidence, which was not available during the original investigation, has become available

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No new grounds of complaint may be raised but you may submit further evidence in support of your case.

Your request must be made in writing to the Academic Registrar who will consider if there are grounds for review.

Royal Agricultural University
Cirencester
Gloucestershire
GL7 6JS

3.5 Open University (OU) Review

If your complaint is not resolved to your satisfaction under our Stage 2 – Formal Stage procedures, you may request a review by the Open University as the awarding body for your programme.

The Open University states that complaints it is able to consider, must relate to services that students were led to believe would be provided by the College. **The complaint must be related to the academic standards of the OU validated programme.**

The OIA offers an independent scheme to review higher education student complaints [Office of the Independent Adjudicator for Higher Education - OIAHE](#)

If you are a higher education student and are unhappy with the outcome of your complaint, you may be able to ask the OIA to review your complaint once you have received your Completion of Process (COP) letter from the Open University.

Complaints to the Open University should be submitted in writing to the following address:

The Vice-Chancellor's Delegate
The Open University
Academic Services
Student Casework Office
Walton Hall
Milton Keynes
MK7 6AA
United Kingdom

Or via the OU's on-line enquiry form [Open University Contact Form](#)

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More details on the OU appeals and complaints process is available at [Open University Complaints and Appeals Procedure](#)

3.6 City & Guilds

Concerns can be raised via an online submission form, in writing or by email.

Information for review must include copies of all correspondence between the student and the Centre (Kingston Maurward College) relating to the complaint.

Please also ensure that you provide details of your enrolment number, your date of birth and the Centre Number (055328).

The online complaints submission form can be located here:

[City and Guilds - Feedback and Complaints](#)

Email: feedbackandcomplaints@cityandguilds.com

Written complaints can be submitted to:

Feedback and Complaints Team
City & Guilds
1 Giltspur Street
London
EC1A 9DD

3.7 OCR (Oxford Cambridge and RSA)

Information regarding the complaints process can be located here:

[OCR - Feedback and Complaints](#)

Information provided should include name and address, candidate number, the relevant qualification and specification code your complaint relates to, together with a clear description of your complaint and copies of any relevant letters or correspondence.

Email: complaints@ocr.org.uk

Written complaints can be submitted to the following address:

Complaint Policy and Procedures

Complaints Team
OCR
The Triangle Building
Shaftesbury Road
Cambridge
CB2 8EA

3.8 Pearson Edexcel

Concerns can be raised in writing, either by using the online reporting form located on the Pearson Edexcel website or by post.

Information provided should include name and address, candidate number, the relevant qualification and specification code your complaint relates to, together with a clear description of your complaint and copies of any relevant letters or correspondence.

Written complaints can be submitted to the following address:

Customer Services Contact Team (Feedback and complaints)
Pearson Qualification Services
14 The Quays
Salford Quays
Manchester
M50 3BF

Further information can be located here: [Pearson - Feedback and Complaints](#)

3.9 Lantra

Concerns must be raised in writing, and can be submitted by post to:

The Head of Customer Service
Lantra
Lantra House
Stoneleigh Park
Coventry, Warwickshire
CV8 2LG

Or via email awards@lantra.co.uk

Complaint Policy and Procedures

Further information regarding raising concerns can be located on the About-Us page, Compliments and Complaints Policy [Lantra - About Us](#)

3.10 NCFE

Complaints can be made by phone, by email or via web chat. Information regarding the complaints process can be found here:

[NCFE - Making a Complaint](#)

Information provided should include your name, your centre number, a description of the complaint, any names/ dates your noted if you have already spoke to someone about the complaint, how you / others have been affected and your contact details and convenient time to contact you.

By phone: 0191 239 8000

Email: customersupport@ncfe.org.uk

Written complaints can be submitted to:

Customer Support Team

NCFE

Q6, Quorum Park

Benton Lane

Newcastle upon Tyne

NE12 8BT

4. HE STUDENTS - OFFICE OF THE INDEPENDENT ADJUDICATOR (OIA)

If you remain dissatisfied after completing the HE awarding body, complaints procedures, you may be able to contact the Office of the Independent Adjudicator for Higher Education for review:

Office of the Independent Adjudicator

Second Floor, Abbey Wharf

57 - 75 Kings Road

Reading

RG1 3AB

Further information on eligibility for review and how to contact the OIA can be found here:

[OIA - Contact Us](#)

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In order to seek review of a compliant decision by the OIA, you will require a completion of procedures letter.

The College Complaints Officer will be able to advise you on the production of the completion of procedures letter. This letter states that all College and awarding body review procedures are complete and a final outcomes has been communicated to you.

The OIA requires that requests for review are submitted within 12 months of the final decision being communicated to you. This is normally 12 months from the date on the completion of procedures letter.

The OIA also publishes criteria for eligibility and advice for OIA review.

Advice can be obtained from the College Complaints Officer and your awarding body.

5. COMMERCIAL ACTIVITY AND EMPLOYER COMPLAINTS

- 5.1 Complaints made by users of a related academic or non-academic services provided by the College, will be managed by the College Complaints Officer.
- 5.2 The Complaints Officer, or their nominee, will respond to your complaint within 10 working days of receipt. The response will either be a full reply to your complaint by the Complaints Officer, or the nominee, or will advise who will be responding to your concerns and when. This may be by email.
- 5.3 If the nature of your complaint requires an investigation, the Complaints Officer, or their nominee, will identify an appropriate person to investigate the complaint. This will normally be a senior person within the College Management Team.
- 5.4 The complaint is not investigated by any person who is the subject, or who has a direct personal interest in the outcome, of the complaint. You will receive progress reports every 10 working days until the conclusion of the investigation.
- 5.5 The Investigating Officer will be provided with a copy of the original complaint and the date by which the complaint must be responded to.
- 5.6 All complaints will be considered with the highest level of confidentiality that can be maintained whilst still allowing for consultation with appropriate persons required to investigate the complaint.
- 5.7 If you are unhappy with the reply that you receive, you can then inform the

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Complaints Officer who will refer your complaint to Senior Management Team or the Principal.

6. DATA RECORDING AND RETENTION

- 6.1 Complaint information (details of the submission and personal details of the person or company making the submission) is entered onto the confidential database. The Complaints Officer manages the database which has secure and restricted access, to allow for trends to be identified and acted upon.
- 6.2 Copies of all submissions and responses are kept in date order in an active and an archive file. Once a complaint has been responded to, it will be securely archived (until such time as someone appeals if applicable).
- 6.3 Copies of all complaint's correspondence are confidentially and securely archived for a minimum of three years, and then securely destroyed.
- 6.4 All data is kept securely in accordance with the General Data Protection Regulation Act 2018 and the College's Data Protection Policy.

7. RELATED POLICIES

- 7.1 KMC Policies and Procedures:

[KMS 250 Safeguarding Policy](#)

[KMS 400 Equality Policy](#)

[KMS 257 Anti-bullying and Harassment Policy](#)

[KMS 655 Whistleblowing Policy](#)

[HE Regulations](#)

[HE Academic Appeals Policy and Procedures](#)

[HE Student Terms and Conditions](#)

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7.2 External Policies and Procedures:

Royal Agricultural University - Annex 11 Students Complaints Procedure*

Bournemouth University – 11F Students Complaints: Policy and Procedure*

* Available on request via email views.complaints@kmc.ac.uk

[Oxford Cambridge and RSA \(OCR\): Complaints Policy and Procedure](#)

[City & Guilds: Feedback and Complaints Policy](#)

[Pearson: Complaints Policy and Procedure](#)

[Lantra: Compliments and Complaints Policy](#)

[Code of Practice on the English language requirements for public sector workers](#)

Complaint Policy and Procedures

Change Log

Summary of changes made between previous issue and this current issue	Page number
Full review and revisions to the Complaints Policy and Procedure for 2023-2024 Academic Year, to incorporate Consumer Markets Authority guidance for Higher Education institutions, Open University approval and an accessibility review.	Full document review

Complaint Policy and Procedures

Equality Analysis

Name of Policy: Complaints Policy

Person Responsible: College Complaints Officer

Date of Analysis: May 2024

1: Identify aims of the activity

What is the purpose of the policy and who is intended to benefit?

Students - Further Education and Parents / Next of Kin
Students - Higher Education
Employers

Commercial Services Users
Visitors and Members of the Public

2: Assess likely impact

How might this policy have an impact on staff, visitors or learners in terms of disability, age, race, gender, religious belief, trans-identity, sexuality?

Positive Impact

No Impact

Negative Impact

If you have identified **negative** impacts, you need to revise your activity to ensure that you are not disadvantaging any group on the grounds of disability, age, race, gender, religious belief, trans-identity, sexuality.

If you have identified **positive** impacts or **no impact**, please explain your decision

Will provide clarity regarding the process for making a complaint and how the College / UCKM responds and investigates complaints.

3: Checklist

1. Which of the following groups have you consulted?

Staff

Students

KMC Committee

Other stakeholders
(please specify below)

Quality & Standards Committee

HEABs

Open University – HE Partner

2. How frequently will you monitor the impacts of this activity?

½ termly

termly

annually

other (please specify below)