

## **Higher Education Complaints (and other feedback) Management Policy**

Moulton College (“the College”) aims to provide a service of the highest possible standard for all its higher education students.

The policy relates to all higher education students who are studying at Moulton College. Moulton College has drawn up the policy in a way that demonstrates awareness of the OIA’s Good Practice Framework: handling student complaints and academic appeals. For all degree programmes that are validated by the University of Northampton, Moulton College adopts the University’s Academic Examination & Assessment Regulations. For all other programmes (eg HNC) the academic regulations of the awarding body are adhered to.

Other relevant policies are HE Admissions policy, Equality Policy and Freedom of Speech Code (all available at <http://www.moulton.ac.uk/the-college/about-the-college/policies-procedures>)

The College is committed to using feedback to improve its services and focus on the needs of its students and welcomes suggestions, compliments and complaints as it assists with the continuous improvement of the services provided.

Continuous improvement takes place within the constraints of the:

- availability of resources
- binding contractual relationship between the organisation and its students

The College will endeavour to resolve all complaints in an open manner. Where a comment, compliment or complaint is received, the College will:

1. Acknowledge the comment, compliment or complaint, normally within 1 working day; 2.
2. Where appropriate, seek an early resolution, which is designed to address straightforward concerns swiftly and locally, before escalation into a formal complaint. This might include, for example, face to face discussion with the student, or asking an appropriate member of staff, or mediator or conciliator, to deal with the matter;
3. If the complaint becomes formal, investigate the complaint and respond within a further 10 working days;
4. Review any lessons the College can learn to improve its service;

The policy defines the following terms:

1. Complaint - “an expression of dissatisfaction by one or more students about UCS’s action or lack of action” (OIA, Good Practice Framework)
2. Compliment – when a student gives us feedback about how we exceeded expectations in delivering a service or how an employee has gone the ‘extra mile’.
3. Comment - when a student suggests how we can improve our delivery of a service.

## **Higher Education Complaints (and other feedback) Management Policy**

What to do if you wish to make a complaint, compliment or comment.

Please put your complaint in writing, being specific and give as much information as possible.

The form may be submitted:

1. In Person - hand the completed form to Student Support or Reception. If you need help completing the form, a member of staff will be happy to assist.
2. By Letter - write to: The Quality Manager, Moulton College, West Street, Moulton, Northampton, NN3 7RR
3. By Email - write to [complaints@moulton.ac.uk](mailto:complaints@moulton.ac.uk)
4. By Phone – telephone Quality Manager **T: 01604 491131 ext 2277 or 2029**

### **Making a complaint**

**Stage 1:** You will receive acknowledgement of your complaint within one working day and a College Officer will be assigned to investigate it if an informal early resolution is not possible. The College aims to formally respond in writing within 10 working days.

If you are dissatisfied with the outcome of a complaint investigation:

**Stage 2:** Lodge an appeal with the Quality Manager and the Dean of Higher Education will investigate your appeal.

If you are dissatisfied with the outcome of your appeal:

**Stage 3:** The procedure to take a complaint to the next stage is different for academic-related Complaints and for all other complaints (see below).

Academic-Related Complaints For degree programmes validated by the University of Northampton: Once the College's internal complaints procedure (as above) has been exhausted and a Completion of Procedures letter has been issued, you can complain to the University of Northampton. <https://www.northampton.ac.uk/about-us/> If you are dissatisfied with the University of Northampton's response and a Completion of Procedures letter has been issued, you can apply to the Office of the Independent Adjudicator (OIA). You must submit a completed Scheme Application Form to the OIA within 12 months of the date of the Completion of Procedures letter from the University of Northampton: <http://www.oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx>

For degree programmes validated by an awarding body (eg Pearsons):

**Higher Education Complaints (and other feedback) Management Policy**

Once the College's internal complaints procedure (page 2 ) has been exhausted and a Completion of Procedures letter has been issued, you can complain to the awarding body

<https://qualifications.pearson.com/en/contact-us/feedback-and-complaints.html>

If you are dissatisfied with the awarding body's response and a Completion of Procedures letter has been issued, you can apply to the Office of the Independent Adjudicator (OIA). You must submit a completed Scheme Application Form to the OIA within 12 months of the date of the Completion of Procedures letter from the awarding body. <http://www.oiahe.org.uk/making-a-complaint-to-theoia/oia-complaint-form.aspx> Withdrawal of a Formal Complaint A complainant may withdraw a Formal Complaint at any time by giving notice in writing to the College or University of Northampton complaints administrator or the person leading the investigation into the complaint. On receipt of this, either the investigating officer or the complaints administrator shall send a written acknowledgement to the complainant. Once a Formal Complaint has been withdrawn, the matter is closed.

## **Large print**

**If you require a large print version of this document, please contact : Student Services**

By Post – Student Services, Moulton College, West Street, Moulton, Northampton, NN3 7RR

By Email: [Student.Services@moulton.ac.uk](mailto:Student.Services@moulton.ac.uk)

By Phone: 01604 491131 Ext 2053