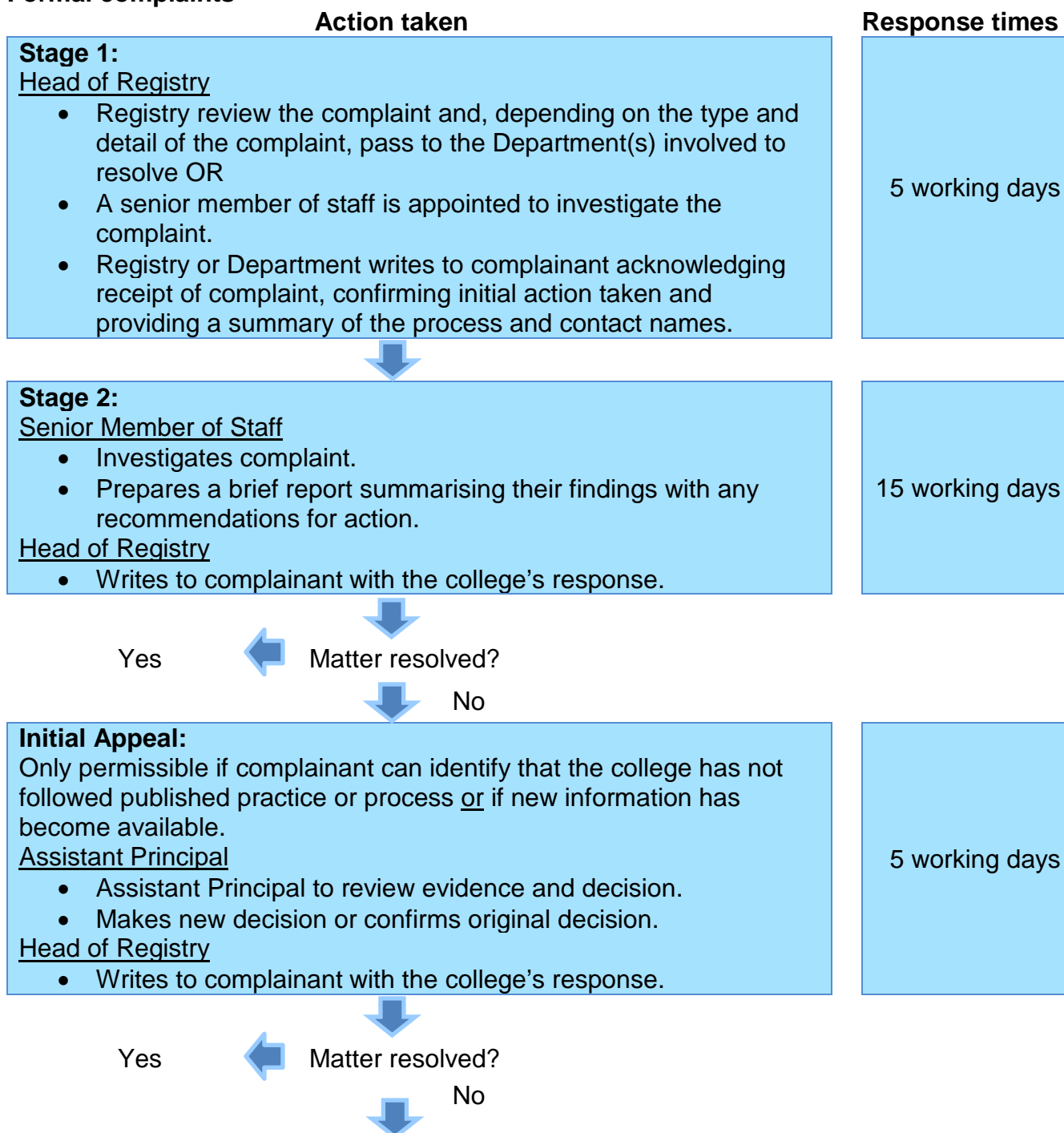


How we manage complaints

Informal complaints

We encourage all complaints to be dealt with informally. Please discuss your complaint with your Personal Tutor or Programme Co-ordinator in the first instance. If you are not satisfied with their response, or if the complaint concerns these staff, please discuss your concerns with the Head of Department. If you still believe your concerns have not been addressed, you can submit a written complaint addressed to the Head of Registry by post to Highlands College or by email to Registry@highlands.ac.uk which will allow you to take your complaint further and in a more formal way.

Formal complaints



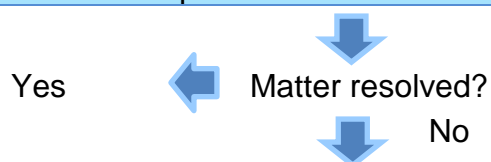
Secondary Appeal:

Only permissible if complainant can identify that the college has not followed published practice or process or if new information has become available.

Principal or Deputy Principal

- Reviews evidence and decision.
- Makes new decision or confirms original decision.
- Writes to complainant with the outcome.

10 working days

**Final Appeal:**

Only permissible if complainant can identify that the college has not followed published practice or process or if new information has become available.

Governing Body

- Reviews evidence and decision.
- If there is evidence that the Secondary Appeal did not follow the formal process, the GB will not change the Principal's decision but will ask for a review of the original decision.
- Writes to complainant with the final outcome.

10 working days

On occasion timescales might be amended to reflect the time needed to investigate or resolve the issue. On these occasions the complainant will be informed of amended timescales.