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

Action taken Response times

Stage 1:

Head of Registry

- Registry review the complaint and, depending on the type and detail of the complaint, pass to the Department(s) involved to resolve OR
- A senior member of staff is appointed to investigate the complaint.
- Registry or Department writes to complainant acknowledging receipt of complaint, confirming initial action taken and providing a summary of the process and contact names.

5 working days



Stage 2:

Senior Member of Staff

- Investigates complaint.
- Prepares a brief report summarising their findings with any recommendations for action.

Head of Registry

Writes to complainant with the college's response.

15 working days

Yes



Matter resolved?



No

Initial Appeal:

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

Assistant Principal

- Assistant Principal to review evidence and decision.
- Makes new decision or confirms original decision.

Head of Registry

• Writes to complainant with the college's response.

5 working days



Yes

Matter resolved?



No

Secondary Appeal:

Only permissible if complainant can identify that the college has not followed published practice or process <u>or</u> 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 <u>or</u> 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.