



Ruskin College Oxford

FE COMPLAINTS POLICY AND PROCEDURE

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Related Documents: Complaint Form



Complaints Procedure

Ruskin College is committed to providing the best possible service for its students. In order to do this, we need you to tell us when we fail to meet your expectations. The College will keep this procedure under review and will monitor its operation to ensure that it is applied fairly and effectively.

This procedure covers the action to be taken should you wish to complain to the College about anything that happens to you in college, other than matters connected with the assessment of your academic work, which is governed by the appeal procedure.

How to complain

In the first place please feel able to discuss your dissatisfaction with the person you believe is responsible for causing it. Most difficulties can be resolved quickly and easily by doing this. If you don't feel able to do so, or if you are still dissatisfied, please follow the procedure set out below.

If you wish to make a formal complaint

Please put your complaint in writing to the Principal.

Your complaint will be

- Acknowledged within five working days
- Taken seriously and investigated by the appropriate manager, who will not have been previously involved with the matter complained about.

When will you hear?

- You will normally get a reply within ten working days

What next if you are unhappy with the reply?

- If you are not happy with the reply you have received, please write to the Vice-Principal. He will acknowledge your letter within five working days and will normally reply within ten working days.

If you are still not satisfied with the outcome

If your course is funded by the Education and Skills Funding Agency and you have exhausted the College's internal complaint procedures you can complain to:

Education and Skills Funding Agency
Cheylesmore House
5 Quinton Road
Coventry
CV1 2WT

You will find a copy of the Skills Funding Agency Complaints about Providers leaflet in the Student Support/Student Services section of the intranet.

If your course is at higher education level it is not generally possible to complain to the Higher Education Funding Council for England unless the matter concerns allegations of financial mismanagement. However, if your course is validated by the Open University, as most of our higher education courses are, please see the Open University complaints procedure that is published on the Ruskin College intranet site in the Student Support/Student Services section. You must have exhausted the College's internal complaints procedure before complaining to the Open University.

APPENDIX 1
COMPLAINT FORM

Complaint Form



This form is to be completed by any student, applicant or member of the public who wishes to make a formal complaint against any process, individual or groups of individuals in the College, or any off-site provision.

If you have any difficulty completing this form, students can seek the advice of the Ruskin Students' Union.

Regardless of any other representation, complaints only become formal when the College Head of Student Services has received a fully completed complaint form.

Complainants are advised that anything appearing in this form will be disclosed to the subject of the complaint during the course of any investigation and are advised to exercise caution regarding use of language and avoid personal abuse.

In order to administer your complaint effectively, please complete all sections below as fully as possible. Please circle where necessary.

Complaint with respect to -

Nature of complaint -

(Please continue on separate sheets as necessary - put your name and/or student number on all additional sheets)

Have you tried to resolve this complaint informally? YES / NO

Please provide details of attempts to resolve informally including names of people contacted, dates contacted etc. These people may be contacted in the course of any investigation.

If you have not attempted informal resolution, please detail the reasons.

What resolution are you seeking?

Stating the resolution you are seeking will not prejudice any final remedy determined.

Please complete your details as requested below. In giving your details, you can be assured that you will not be disadvantaged in any way as a result of submitting a formal complaint in good faith.

Contact address.....

.....Post Code.....

Student Number (if applicable).....

Name.....

Signature.....

Date.....

(Please print clearly)

Once you have completed this form as fully as you are able to, please submit to the PA to the Principal via email (ltooke@ruskin.ac.uk)