



Complaints Policy

REFERENCE: PL/QU/2015/001

Lead Officer	Depute Principal
Review Officer	Quality Manager
Date first approved by BoM	22 September 2009
First Review Date	12 September 2011
Date review approved by BoM	01 December 2015
Next Review Date	30 September 2018
Equality impact assessment	Not applicable – not indicated as priority
Further information (where relevant)	

Reviewer	Date	Review Action/Impact
Quality Manager	12.09.11	Reviewed by BoM
Quality Manager	13.06.13	Reviewed by BoM
Quality Manager	01.12.15	Reviewed by BoM

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1. Policy Statement

Inverness College UHI is committed to providing a high quality and enjoyable learning experience to all learners and high quality services to customers. On occasion, learners, customers and/or key stakeholders may have cause to make a complaint.

A complaint is an expression of dissatisfaction by one or more customers about the college's action or lack of action, or about the standard of service provided by the college or on its behalf.

The College views complaints seriously and investigating a complaint provides an opportunity to review and enhance the services we offer. When complaints are received, College staff will follow the complaints procedures, which ensures that all complainants are dealt with:

- Fairly
- Timeously
- With courtesy and respect

The College will ensure that all complaints are:

- Identified as to nature of complaint
- Thoroughly investigated
- Brought to a satisfactory resolution

Where a complaint has not been upheld, and it has reached the end of the College process, the complainant has recourse to take the complaint to the Scottish Public Service Ombudsman.

The College will ensure that complainants

- Are kept informed as to each stage of the process
- Can make a complaint without fear of reprisal or victimisation; however where complaints are proven to be malicious or vexatious the College reserves the right to pursue possible sanctions against the complainant. Have the right to appeal to SPSO or the regulatory awarding body (where the complainant would like an award changed or is related to the course content provided by the awarding body) and has completed the College Complaints Handling Procedure

Anonymous complaints will be considered if enough information is provided for us to make further enquiries.

Where a complaint involves one or more departments within the organisation, the complainant will be informed who will take the lead in dealing with the complaint. One response will be sent covering all issues raised.

2. Legislative framework/related policies

- 2.1. Freedom of Information Policy.
- 2.2. Data Protection Policy
- 2.3. Public Interest Disclosure (Whistle Blowing) Policy
- 2.4. Quality Policy
- 2.5. Quality Enhancement and Improvement Strategy
- 2.6. Guidance Policy
- 2.7. Student Code of Conduct
- 2.8. Staff Discipline Policy
- 2.9. Staff Code of Conduct
- 2.10. Equality Schemes
- 2.11 SPSO/Government Legislation

3. Scope

- 3.1. The policy applies to staff, learners, customers and key stakeholders of Inverness College UHI.

4. Compliance

- 4.1. This policy must be complied with and it will be audited regularly with quarterly reports submitted to Senior Management Team (SMT) and Academic Standards and Quality Committee (ASQC) meetings, and annual reports submitted to Board of Management and SPSO.

5. Monitoring

- 5.1. Each College policy will be monitored and its implementation evaluated. Appropriate procedures for monitoring and evaluation are the responsibility of the lead officer. These procedures will be subject to audit by the Quality Unit.

6. Review

- 6.1. This policy will be reviewed in July 2018 and every three years thereafter unless legislation requires this to be completed sooner.