

Complaints Policy

Document Reference Number

PL/QU/2026/005

Date Approved

05/08/2026

Review Date

05/08/2029

EIA

Yes

Lead Officer

Vice Principal – Curriculum, Student Experience & Quality

Review Officer

Head of Registry & Quality

Version Control History

Reviewer	Date of Change	Summary of Revisions made
Quality Manager	12.09.11	Reviewed by BoM
Quality Manager	13.06.13	Reviewed by BoM
Quality Manager	01.12.15	Reviewed by BoM
Quality Manager	01.01.21	Updated to reflect changes to the Model Complaints Handling Procedure. Specific updates to the Policy Statement are as follows: • inclusion of word “Transparency”, • Direction to the academic regulations for other processes, • Addition of “and other awarding bodies”, • Change of wording to say that all complainants are made aware of their right to appeal/complain, Inclusion of final statement “In exceptional circumstances, where there are multiple strands to a complaint or where elements of the complaint are time sensitive, the college may respond separately to different aspects.
Quality Manager	31.01.2024	Updated to reflect current titles, policy titles and reporting processes.
Head of Registry & Quality	09.07.2026	Updated SQA to QS Updated some wording/phrasing Updated Compliance, Monitoring and Review sections to reflect current reporting processes

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1. Policy Statement

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

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

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

- Fairly
- Timeously
- With courtesy and respect
- Transparently

UHI Inverness will ensure that all complaints are:

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

UHI Inverness 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 UHI Inverness reserves the right to pursue possible sanctions against the complainant.
- Are not disadvantaged as a result of having made a complaint
- Are not complaining about an academic appeal – the internal academic appeals process, as outlined in the Academic Regulations, should be used for this purpose.
- Are aware of their right to complain to Qualifications Scotland (QS), and other awarding bodies about assessment-related matters (but not assessment judgements) if they remain dissatisfied once they have exhausted the UHI Inverness Complaints Procedure.
- Studying regulated qualifications, have a further right to complain to QS Accreditation or Ofqual once they have exhausted the UHI Inverness Complaints Procedure and the QS / Awarding Body's Complaint Procedure.

- Are aware of the right to escalate their complaint to the Scottish Public Services Ombudsman (SPSO) about issues other than assessment-related matters.

Anonymous complaints will be investigated if enough information is provided to do so.

UHI Inverness staff, and persons acting on behalf of the complainant, can make a complaint on behalf of a third-party, a student for example, if their permission is expressly granted in writing.

The complainant will be informed of who will take the lead in dealing with the complaint. One response will be sent covering all issues raised. In exceptional circumstances, where there are multiple strands to a complaint or where elements of the complaint are time sensitive, UHI Inverness may respond separately to different aspects.

The complainant must raise their complaint within 6 months of when they first knew of the problem, unless there are special circumstances for considering complaints beyond this time. Complaints relating to sexual misconduct can be brought at any time.

2. Legislative framework/related policies

Publicly available UHI Inverness policies and procedures can be accessed via our website: [About us – Publications](#). Staff and Board Members can access the full range of internal policies and procedures through the Quality SharePoint site.

- 2.1. UHI Freedom of Information Policy
- 2.2. UHI Data Protection Policy
- 2.3. General Data Protection Regulation (GDPR)
- 2.4. UHI Inverness Public Interest Disclosure (Whistle Blowing) Policy
- 2.5. UHI Academic Standards and Quality Regulations (FE and HE)
- 2.6. UHI Inverness Quality Assurance and Enhancement Strategy
- 2.7. UHI Student Conduct Policy
- 2.8. UHI Unreasonable Complainants Policy
- 2.9. UHI Inverness Staff Disciplinary Policy
- 2.10. UHI Inverness Staff Code of Conduct
- 2.11. Equality Schemes
- 2.12. SPSO/Government Legislation
- 2.13. Awarding Body Quality Assurance Requirements

3. Scope

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

4. Compliance

- 4.1. This policy is a cross wide college policy and all staff must work to meet the requirements outlined within the policy. Compliance with the Policy will be monitored by the Review Officer with quarterly and annual complaints reports submitted to Executive Management Team (EMT) and Board Committee meetings.

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.

6. Review

- 6.1. This policy will be reviewed every three years unless legislation requires this to be completed sooner.