



## Complaints Policy

**REFERENCE: PL/QU/2018/001**

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	29 May 2018
Next Review Date	February 2021
Equality impact assessment	21 February 2018
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
Quality Manager	29.05.18	Reviewed by BoM Audit Committee

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## 1. Policy Statement

Inverness College UHI 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.

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

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. Students may not complain about an academic judgement – the internal academic appeals process should be used for this purpose. Have the right to complain to SQA about assessment-related matters (but not assessment judgements) if they remain dissatisfied once they have exhausted the College's internal complaints procedure.
- Candidates on regulated qualifications, have a further right to complain to SQA Accreditation or Ofqual once they have exhausted the College's internal complaints procedure and the SQA Awarding body's complaint procedure.
- Have 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 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.

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## **2. Legislative framework/related policies**

2.1. Freedom of Information Policy.

2.2. Data Protection Policy

General Data Protection Regulation (GDPR) (From 25 May 2018)

2.3. Public Interest Disclosure (Whistle Blowing) Policy

2.4. Academic Standards and Quality Regulations (FE)

2.5. Quality Assurance and Enhancement Strategy

2.6. Guidance Policy

2.7. Learner Agreement

2.8. Staff Discipline Policy

2.9. Staff Code of Conduct

2.10. Equality Schemes

2.11 SPSO/Government Legislation  
2.12 Awarding Body Quality Assurance Requirements

## **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 February 2021 and every three years thereafter unless legislation requires this to be completed sooner.