

Complaints process

The complaints process provides two opportunities to resolve complaints internally:

- Frontline resolution (non-complex issues)
- Investigation (if the issues raised are complex and require detailed investigation)

You can discuss your complaint with any member of staff by phone or in person.

Your complaint may include:

- A failure to provide a service;
- A request for a service, which we have not actioned;
- A student's behaviour;
- Our policies;
- Accessibility;
- The behaviour of a member of staff or contractor;
- Our failure to follow proper administrative process.

Complaints can also be directed to our Quality Team by emailing quality.ic@uhi.ac.uk If we can, we hope to resolve all complaints in 5 working days. If your complaint is more complex, it may take longer to investigate it thoroughly. Please note, the complaints procedure does not relate to complaints about academic judgement - Inverness College UHI has an internal appeals process for this purpose.

Candidates on regulated qualifications also have a right to complain to the SQA or other regulatory awarding bodies once they have exhausted both the Inverness College UHI procedure.

Students may escalate their complaint to the Scottish Public Services Ombudsman if it relates to issues other than assessment related matters.

Student feedback

If you don't have a complaint, but want to provide feedback, you can do so in a number of ways:

- Join a student focus group;
- Complete one of our student surveys - a link will be emailed to you;
- Speak to your students' association;
- Become a class representative;
- Post your suggestion - there are boxes at the reception area at Inverness College UHI and the canteen at the Scottish School of Forestry;
- Contact our Quality Team. Email quality.ic@uhi.ac.uk. Telephone 01463 273506.

Your views are important to us.