

LINCOLN COLLEGE

**STUDENT COMPLAINT AND GRIEVANCE
PROCEDURE –
HIGHER EDUCATION**

POLICY CQ/PR/9

SPONSOR

Director - Performance and Standards

EQUALITY AND DIVERSITY STATEMENT

Lincoln College strives to treat all its members and visitors fairly and aims to eliminate all forms of unlawful discrimination, specifically across all protected characteristics. We will work towards a fair and just organisation and promote inclusion for all those impacted by Lincoln College and the wider community.

STUDENT COMPLAINTS AND GRIEVANCE PROCEDURE

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LINCOLN COLLEGE

STUDENT COMPLAINT AND GRIEVANCE PROCEDURE

1 PURPOSE

- 1.1 This procedure applies to all Higher Education students of Lincoln College and is designed to give the opportunity to have complaints and grievances dealt with fairly and consistently. Complaints relating to Further Education and Training provision should use the 'Customer Complaints and Grievance Procedure – Further Education and Training'. The procedure is not for use by college staff to make a complaint.
- 1.2 The purpose of the procedure is to maintain a high standard of student care and rectify causes of dissatisfaction as quickly as possible.
- 1.3 This procedure should be considered in conjunction with the Admissions Policy and the Learner Assessment and Appeals Policy.

2 AIMS

- 2.1 The procedure aims to ensure that all complaints and grievances are dealt with fully, promptly and allow all persons involved the opportunity to state their point of view.

3 INTRODUCTION

- 3.1 It is expected that, unless in exceptional and fully documented circumstances, a student who wishes to make a complaint will invoke the Informal Stage within three calendar months of the incident which is the cause for complaint.
- 3.2 All complaints and grievances will be handled as confidential matters.
- 3.3 Any person making a complaint will have the right to appeal against any judgement made as a result of the Student Complaint and Grievance Procedure being used.
- 3.4 Any person involved will have the right to be accompanied by an advocate (who may be a member of staff, another learner of the college or a relative) during any part of the Student Complaint and Grievance Procedure.
- 3.5 Advocates can be used by those individuals who are not able or do not feel sufficiently confident to represent themselves.
- 3.6 Students who have a disability that prevents them from submitting a written complaint may request that a member of staff completes any required documentation on their behalf.
- 3.7 Where it is not possible to deal with a complaint or grievance to the satisfaction of the student then the reason given will be provided in writing to them.

3.8 In the rare event that complaints are vexatious or malicious, students bringing those complaints may be subject to the college's HE Student Conduct Procedure.

3.9 The full process will be completed within 90 calendar days.

4 STUDENT ASSESSMENT AND APPEALS POLICY AND PROCEDURES

4.1 The Student Complaint and Grievance Procedure is not intended to replace the established Student Assessment and Appeals Policy and Procedures.

5 PROCEDURES

5.1 Informal Stage

5.1.1 When a student has a complaint or grievance, it may first be discussed with a member of the college staff and attempts should be made to resolve the matter by a direct approach to the persons involved where appropriate.

5.2 Investigation

5.2.1 If the matter remains unresolved the student may raise a formal complaint or grievance either:

- Verbally to any manager of the college who will inform the complaints team.
- In writing: Student Complaint Form (Appendix A) is available from college receptions.
- By email to complaints@lincolncollege.ac.uk.
- [Online form](#) on the Lincoln College website

In each of the above the details of the complaint or grievance will be recorded on the Student Complaint Form. Complaints received without supporting evidence may be automatically rejected.

5.2.2 All completed Student Complaint Forms will be logged and distributed as follows:

- Complaints regarding curriculum areas will be sent to the relevant Curriculum Lead.
- Complaints regarding issues that are not directly curriculum-related will be sent to the relevant senior member of the unit or directorate.
- Complaints regarding members of staff will be sent to the relevant curriculum lead or senior manager unless they are deemed serious enough to be passed to the Head of People Services for consideration.

A letter of acknowledgement will be sent to the student with the proposed response date included.

- 5.2.3 The student may request a personal interview with the allocated respondent. The interview should be arranged within five working days of the submission of the request and the person may be accompanied by an advocate (who may be a member of staff, another learner of the college or a relative).
- 5.2.4 The allocated respondent shall investigate the matter and send a written reply to the student, usually within ten working days of either receipt of the formal complaint or the date of the interview noted in 5.2.3 (whichever is later). In rare situations, such as during holiday periods when staff members are on leave, it may not be possible to complete an investigation within the ten-day timescale. Where this occurs, the student will be informed in writing and a new deadline given.
- 5.2.5 In cases involving complaints regarding members of staff, the matter will be referred to the People Services Manager/Head of People Services, who will respond directly to the student.

5.3 Formal Investigation

- 5.3.1 If, after any action to resolve the complaint or grievance, the student is still dissatisfied, they may request a personal interview with the relevant Assistant Principal. The interview shall be arranged within ten working days of the submission of the request (outside of term time, the interview will be arranged as soon as possible but at a mutually agreed time, considering potential restrictions caused by staff taking leave). The student may if they wish be accompanied at the interview by an advocate (who may be a member of staff, another learner of the college or a relative). The assistant principal will conduct a formal investigation, interview all parties concerned, take steps to resolve the issue and initiate appropriate action.

5.4 Appeals Procedures

- 5.4.1 If a complaint remains unresolved, then the complainant has the right of appeal and this will be made clear in the written confirmation noting the outcomes of the formal investigation.
- 5.4.2 Appeals must be made, in writing, to College Appeals Panel and be received within ten working days of receipt of the written confirmation of the formal investigation into the complaint.
- 5.4.3 All appeals must follow the procedure noted in the College Appeals Panel Policy and Procedure (Policy CQ/PO/26) which can be obtained by contacting quality@lincolncollege.ac.uk.

6 **RECOURSE BEYOND APPEAL**

- 6.1 For all courses, if the complainant does not feel that the matter has been satisfactorily resolved, they have a right of appeal to the awarding organisation or accrediting body. At this point the complainant will be

directed to the relevant awarding organisation's appeal procedures (see Appendix C, please note that timescales apply to these processes).

If the complainant does not feel that the matter has been satisfactorily resolved at the conclusion of the HEI's appeals procedure, they may complain to the Office of the Independent Adjudicator (OIA).

7 MONITORING OF THE STUDENT COMPLAINT AND GRIEVANCE PROCEDURE

7.1 For the purpose of monitoring, reports will be presented to the following committees, providing analysis of complaints and grievances received:

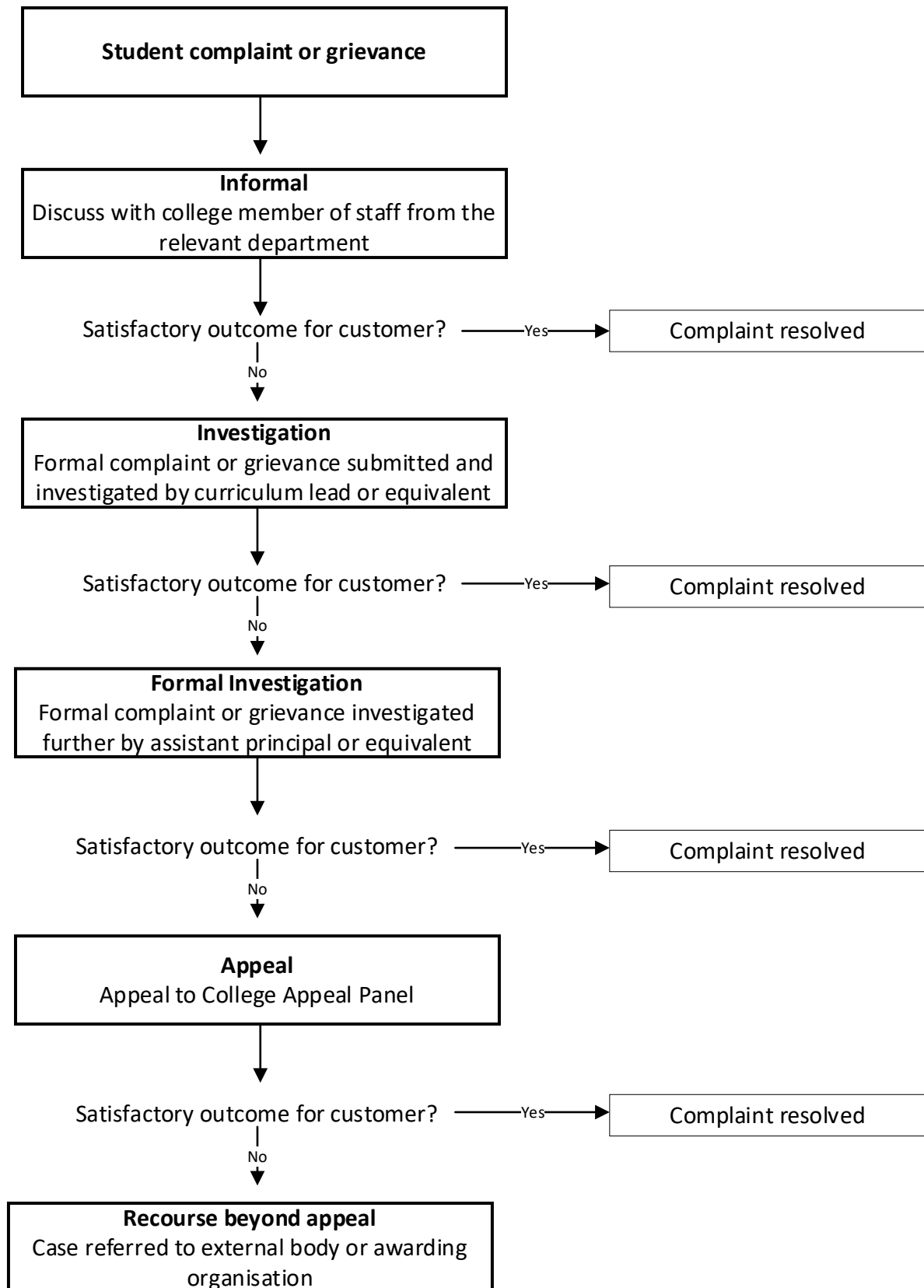
- Higher Education Academic Affairs Committee
- Learning Standards Quality Committee
- Board of the Corporation

8 ANNUAL REVIEW OF THE STUDENT COMPLAINT AND GRIEVANCE PROCEDURE

8.1 The Learning Standards Quality Committee will review the Student Complaint and Grievance Procedure – Higher Education on an annual basis and make recommendations for its development.

APPENDIX B

HE STUDENT COMPLAINT AND GRIEVANCE PROCEDURE



APPENDIX C

VALIDATING ORGANISATION PROCEDURES

(Please note, timescales apply)

UNIVERSITY OF LINCOLN

Following completion of the College Formal Investigation, dissatisfied students enrolled on University of Lincoln Validated courses may refer their complaint to the University. This will enter the University Students Complaints Procedure (available from secretariatemail@lincoln.ac.uk) at the Independent Reviewer Stage (E9). For further information please refer to the University of Lincoln Student Complaints Procedure.

BISHOP GROSSETESTE UNIVERSITY

Following completion of the College Formal Investigation, dissatisfied students enrolled on Bishop Grosseteste University validated courses may refer their complaint to the University. The BGU policies and procedures are available at <https://www.bishopg.ac.uk/about-bgu/policies-and-procedures>

UNIVERSITY OF HULL

Following completion of the College Formal Investigation, dissatisfied students enrolled on University of Hull validated courses may refer their complaint to the University. The University of Hull policies and procedures are available at <https://www.hull.ac.uk/choose-hull/university-and-region/key-documents/quality>

CHARTERED MANAGEMENT INSTITUTE (CMI)

Following completion of the College Formal Investigation, dissatisfied students enrolled on CMI accredited provision may refer their complaint to the CMIU. The relevant policies and procedures can be found at <https://www.managers.org.uk/education-and-learning/partners-and-centres/policies/>

OPEN UNIVERSITY

Following completion of the College Formal Investigation, dissatisfied students enrolled on Open University validated courses may refer their complaint to the University. Information regarding the OU complaints procedures is available at <https://help.open.ac.uk/browse/policies-and-complaints/complaints-and-appeals>

UNIVERSITY OF DERBY

Following completion of the College Formal Investigation, dissatisfied students enrolled on University of Derby validated courses may refer their complaint to the University. Information regarding the University of Derby complaints procedures is available at <https://www.derby.ac.uk/about/academic-regulations/complaints-procedure/>