

# UK Open College Complaints Policy

This policy is available to all students of UK Open College, to include all learners and staff members who are using or delivering courses and qualifications offered by UK Open College.

## Location of the policy

This policy is available for viewing on the college website for all students and staff members to access as required.

## Communication of the policy

It is important that all staff involved in the management, delivery, assessment and quality assurance of qualifications and learners undertaking a qualification are aware of this policy.

## Review of the policy

UK Open College will review the policy annually and revise as and when required in response to feedback, changes in legislation, practices or actions required by any of the affiliated awarding bodies. Our review will ensure that our procedures remain consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Policy Statement

UK Open College is committed to providing a quality service for all learners and staff members, working in an open and accountable way that builds trust and respect. We value any feedback relating to our courses and service provided. Listening to our learners allows us to act accordingly and positively. All students are able to leave reviews on with our partner [www.trustpilot.com](http://www.trustpilot.com). All feedback, good or bad enables us improve.

## Statement of Principles

UK Open College aims to ensure that

- Making a complaint is easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service, which calls for a swift response
- We deal with it promptly, politely and confidentially
- We respond in the right way – with an explanation or apology
- We learn from complaints, use them to improve our service
- We review our policy annually

We recognise that many concerns are raised informally and dealt with quickly. Our aims are to

- Resolve informal concerns quickly
- Enable mediation between the complainant and the individual to whom the complaint has been referred

An informal approach to dealing with a complaint may be appropriate, however if concerns cannot be resolved informally, then this official complaints procedure must be followed.

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**Definition of a complaint:** A complaint defines as an 'expression of dissatisfaction that relates to UK Open College that requires a formal response'.

**Purpose:** The formal complaints procedure is intended to ensure that all complains are handled fairly, consistently, and wherever possible resolved to the complainants satisfaction.

**UK Open College's responsibilities are to:**

- Acknowledge any formal complaint received in writing
- Respond within the stated period of time
- Deal reasonably and sensitively with the complaint
- Take action where appropriate

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and UK Open College maintain confidentiality. However circumstances giving rise to the complaint may be such that it is not possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

## Complaints procedure

### Stage 1

If a complaint is unable to be resolved informally, the complainant should email their complaint direct to UK Open College at the following email address [complaints@ukopencollege.co.uk](mailto:complaints@ukopencollege.co.uk) detailing their concerns and the remedy they are seeking.

Any complaint received will be acknowledged within 2 working days (Normally via automated email). Complaints will then be investigated by UK Open College. As part of any investigation UK Open College may undertake interviews with the relevant people involved. A complainant will be notified of any outcome and decision within 28 days of the complaint being acknowledged (This may be extended dependant on the nature of the complaint received)

### Stage 2

If a complainant is not satisfied with the initial response to a complaint, they can write to

UK Open College Centre Manager and ask for their complaint to be reviewed.

UK Open College centre manager will acknowledge a complaint within 2 working days. Responses to a complaint will be within 28 days of the acknowledgement.

We aim to resolve all matters as quickly as possible. However, some issues are more complex and therefore may require longer to fully investigate. If this is the case, the complainant will receive an interim response describing what is being done to rectify the matter and when a response can be expected.

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## Final Stage

If a complainant is not fully satisfied with the received response from UK Open College Centre Manager then they have the right to contact the relevant awarding body. The awarding body may then undertake their own investigation into any complaint received in line with their own complaints policy.

All documents relating to a complaint must be saved and stored securely by UK Open College. The awarding body will be given access to this information upon request

