

PROCEDURE 46a

Annex 1 Information for Oaklands College Complainants



Introduction:

At Oaklands College we are committed to providing a high quality service. We actively seek feedback on what we do as part of our continual drive to improve the quality of service that we offer. The Oaklands College Complaints Process provides a framework through which complaints can be made.

For the purpose of this framework, a complaint is defined as:

“An expression of dissatisfaction by one or more stakeholders about the College’s action(s) or lack of action, or about the standard of service provided by or on behalf of the College”

The Complaints Process is available to all, including:

- Students (all students, regardless of whether studying part-time, full-time, in further education, higher education, as part of a workbased learning programme or as part of a school transition programme)
- Parents of students at the College
- Applicants for Courses
- Employers working with the College
- Members of the public

Accessing the Complaints Process:

We aim to make the Complaints Process accessible to all and there are many different ways to make a complaint;

- By telephone- 01727 737000
- Using the [online complaints form](#)
- By email to complaints@oaklands.ac.uk
- In person directly to a member of staff
- By filling in a complaints form (these are available at reception on both campuses)

If you need help to access the Complaints Process please speak to the Student Advice team who will be able to provide support. If you do not wish to make a complaint yourself, you may appoint a representative to submit your complaint for you.

The Complaints Process:

Our intention is for the Complaints Process to be accessible, clear and fair to all parties. If your concerns cannot be resolved informally, we would encourage you to make a formal complaint, in line with the following process:

The Complaints Process has two stages:

- Formal Stage
- Appeal Stage

Formal Stage:

When you submit a complaint through the Complaints Process, you will be contacted in writing by the Quality Office who will acknowledge receipt of your complaint.

Your complaint will then be assigned to an investigating manager who will carry out an investigation into the issues that have been raised in the complaint. Once the investigation has been completed, the investigating manager will contact you to inform you of the outcome. We aim to complete this process within 20 working days, although when issues are complex this process can sometimes take longer.

If you are unhappy with the outcome of your complaint you have the right to appeal against any decision that has been made.

Appeal Stage:

You can make an appeal by contacting the Quality Office either by telephone, via email or in writing to explain why you are not happy with the outcome of your complaint (contact details will be on the acknowledgement letter you receive when you submit your complaint). Your complaint will then be forwarded to the Principal who will further investigate and advise you of the final outcome in the form of a 'Completion of Procedure Letter'. Again, we aim to complete this process within 20 working days, although when issues are complex this process can sometimes take longer.

Further Steps: What to do if you are not satisfied with the outcomes of your complaint.

If after an Appeal you are still not satisfied with the outcomes of your complaint you can refer your complaint to either:

- **The Education and Skills Funding Agency (ESFA)**- you should contact the ESFA if your complaint refers to any aspect of your education at Oaklands College other than higher education (HE)

[Complaints about post 16 education and training funded by ESFA](#)

- **The Office of the Independent Adjudicator (OIA)** – you should contact the OIA if your complaint refers to any aspect of higher education (HE) at Oaklands College.

<http://www.oiahe.org.uk/complaints-about-our-service.aspx>

- **OFSTED**- you should contact the Complaints, Investigation and Enforcement team at OFSTED if you are a residential student at Oaklands College.
 - Telephone- 01633 657393
 - Email- CIE@ofsted.gov.uk
- **Pearson Higher Education Higher Nationals (HNs)** - you should contact Pearson if your complaint refers to an academic matter relating to Pearson Higher Nationals.

<https://qualifications.pearson.com/en/support/contact-us/feedback-and-complaints.html#>

Please note If you're unhappy with the way the College is delivering a Pearson qualification, or with a decision that's been made, Pearson advise that you give your learning provider the opportunity to investigate and respond to your concerns before getting in touch with them.