

Nova Training College

COMMENTS, SUGGESTIONS AND COMPLAINTS

Nova Training College Ltd welcomes comments and suggestions from students about the services it provides. Students wishing to suggest or comment about the College's policies or services, either academic or non-academic, can do so informally:

- at the point where the service is provided, or
- by contacting the person in charge of the relevant area, or (where it seems appropriate)
- with their College Tutor.

Occasionally however, students may wish to make a complaint about the services they receive. This document sets out the procedure for making a complaint to the College. The College recognises that it has a duty to provide fair and objective procedures for examining and resolving complaints, and to ensure that its procedures are free from partiality arising from personal or institutional conflict of interest or other sources of bias. No student will be disadvantaged by having raised a complaint, but the College expects that students will not make frivolous, vexatious or malicious complaints.

This document covers complaints from students only in areas that are within the control of the College. Some areas about which students may wish to comment or make a complaint are covered by other policy documents issued by the College. If you are unclear about where the responsibility lies for the matter that you wish to raise, then you should seek advice from your Tutor.

The College is responsible for all the services it provides for students, and comments or complaints about these should follow the procedures outlined in this document. This includes student-to-student complaints if these cannot be sorted out informally by the students themselves, who may be consulted about this type of complaint.

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PROCEDURES FOR COLLEGE MATTERS

The College expects that complaints will normally be dealt with informally in the first instance. It should be possible to resolve most problems quite quickly in this way, avoiding stress and saving time. Students with a complaint should seek to bring it to the attention of the College, using the procedure outlined here, as soon as possible following the occurrence of a problem, and ideally within one month. Many complaints can be dealt with quickly and effectively in this manner, without recourse to formal procedure. The College's procedures have been developed with this in mind.

At the outset a student with a complaint to make will be invited to suggest the remedy they are seeking, without prejudice to the outcome.

Confidentiality

Every attempt will be made to maintain the confidentiality of a complainant. However, where a complaint is of a personal nature against an individual, it is likely that the complainant's identity would have to be revealed at some stage in all but the most exceptional cases for there to be a fair investigation. For example, where a complaint is made against an individual, that person has the right to know who is complaining against them and what is the nature of the complaint. The College will endeavour to inform an individual complainant of the extent to which their identity is likely to be revealed at each stage of the procedure.

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INFORMAL COMPLAINTS PROCEDURE

Students who experience a problem with any service provided by the College or anything else within the control of the College can, under the informal procedure, raise the matter in several ways.

Either:-

They can raise the matter directly with the individual who has given cause for complaint. If informal discussion does not resolve the situation satisfactorily the person responsible for the area to which the complaint relates can be approached. If that still does not resolve the issue then students should consult a Tutor.

Or: -

If they prefer, they can raise the matter with a Tutor immediately.

If the matter relates to a student-to-student complaint a similar course of action can be followed. The matter can be raised directly with the student who is giving cause for complaint. If informal discussion does not resolve the issue, then the matter can be raised with either of the student representatives and if that still does not resolve the issue the student should consult a Tutor. Alternatively, the student could consult a Tutor immediately.

FORMAL COMPLAINTS PROCEDURE

Stage One: If the matter cannot be resolved satisfactorily a complaint should be made in writing to the Vice Principal, who will acknowledge receipt and ensure that the matter is looked into as soon as possible. An initial response to any complaint can be expected within 7 days of its receipt, and a considered response to the complaint should be received within a further three weeks, with any subsequent remedy implemented with the minimum of delay.

In some cases the informal procedure set out above may have already involved the Vice Principal. In that case, or if the complaint is against the Vice Principal, the complaint should be put in writing to the Principal who will appoint another Senior Member of the College to act in the place of the Vice Principal.

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Stage Two: It is hoped that very few complaints would remain unresolved after this stage. However should this be the case, the complainant can request that for non-academic matters the Senior Member refers the matter to the Principal who will arrange for the College Committee to undertake an independent assessment of the case and

Committee evaluates the complaint details and report to Principal

If a student is required to attend in person as part of the investigation into a complaint, they are entitled to be accompanied at any stage by a member of the College: this could be a Tutor or other senior member, or a student including one of the student representatives.

Throughout any formal complaints procedure a written record of the complaint will be recorded and made available on request to anyone involved in the matter, subject to what is said about confidentiality above. At Stage 1 above the written record will be maintained by the Vice Principal; at Stage 2 it will be the responsibility of the members of the Governing Body appointed by the Committee to arrange for one of their number to keep a written record and to send a copy to the member of Committee.

Examination Appeals

A separate procedure exists for appealing to the college/Accreditation body in a case where a student feels he or she has been disadvantaged or unfairly classified in the Examination. Such appeals, however, do have to be made via the College; therefore, any student who wishes to appeal should first consult their Tutor.