



Student Complaints Procedure

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Issued by Standards and Enhancement

Approved by Senate ~~by~~ 2017

This document relates to the current year. If you become aware of any previous versions that are available on line please notify SEO@bolton.ac.uk so that action can be taken to remove the document(s).

Students who require a copy of this Procedure in an alternative format should contact the Standards and Enhancement Office at the following email address - SEO@bolton.ac.uk

1 Purpose of the Procedure

The University strives to achieve the highest standards in its provision of services but recognises that concerns and complaints may arise from time to time. This Procedure outlines the process which students should follow to raise concerns/complaints and the process through which these will be considered.

2 Scope of the Procedure

The Student Complaints Procedure applies to all students who have a current

Complaints which:

Have already been investigated and dealt with;

Are outside of the scope of this procedure;

Are made without disclosing adequate grounds;

Have been disposed of in court or tribunal proceedings or under a settlement agreement between the complainant and the University;

Are malicious, vexatious or frivolous;

Are repetitive or harassing;

Are non-meritorious or8T.002()-3.99131>Tj /TT0 11.04 Tf04(i)5(v3nat4 Tf -18 0078>Tj /TT(

made through this Procedure, a copy of the complaint will normally be sent to the person who is being complained about and that person will have the right to respond to the complaint and to support and representation. If students are concerned about]! c^&ā * c@ã æ[]^ { ã c@^ æ^ æãçã^ã q & } æ&c@ Ûč å^} • qW) ã } , @ { æ be able to make initial enquiries on their behalf. The University will adopt the principle of releasing information only to those who need it for the purposes of investigation or responding to the complaint.

Students are advised that where a complaint has been raised against a member of staff and is upheld, the student raising the complaint will be advised of this. However, it may not be appropr002<08-00.996(no2100(co)1>->()-100).2.998(12.002(r98(f)-14.6ntta9i)5.996(

appropriate, member of staff should investigate the concern raised and the student will be directed to the relevant Head of School/Division/Professional Service for the issue to be considered.

A response should be provided to the student in writing, usually within 14 days of receipt of the notification of the concern, and the student will be informed of how they can take their complaint to the next stage of the process, should they wish to do so.

The Head of School/Division/Professional Service will be briefed regularly about

6 Student responsibilities under the complaints procedure

8.2 Stage 2 The Formal Stage

If it is appropriate for the complaint to progress, the Standards and Enhancement Office will forward the complaint to the relevant Head of School/Division/Professional Service for investigation. If the complaint does not fit within the scope of the Procedure, the Standards and Enhancement Office will advise the student in writing within 15 days of receiving the Stage 2 Formal Complaint Form.

From Stage 2, the Standards and Enhancement Office will log all incoming complaints and monitor timescales for process review purposes.

Submission of Request for Complaint Review . Stage 3

The request for a review should be submitted using the Stage 3 - Complaint Review Form.

The grounds for a review are:

- i. that there was a procedural irregularity at Stage 2 of the Student Complaints Procedure which has materially disadvantaged the student;
- ii. the emergence of new and relevant evidence which, for good and reasonable cause, was not available during Stage 2;
- iii. that evidence is available to show that the outcome reached at an earlier stage was unreasonable. In this context, unreasonable shall be taken to mean perverse, i.e. that the outcome was not a possible conclusion which a similar process of consideration might have reached.

At Stage 3, the following information is required:

the grounds on which the request is based (see above);
a rationale to explain the grounds;
a statement to explain why the student is dissatisfied with the Stage 2 response;
the outcome sought by the student in order to resolve the complaint;
any relevant evidence e.g. copies of letters, emails, signed witness statements and any other relevant supporting documentation

Time Limit . Stage 3

The completed Stage 3 . Complaint Review Form should be sent via email to the Standards and Enhancement Office, SEO@bolton.ac.uk, no later than 14 days from the date on which the Stage 2 response to the complaint was provided.

Documentation required - Stage 3

As a minimum the following documentation will be provided to the Review Officer:

Stage 3 Complaint Form and any associated documentation;
Written response following the Stage 1 review of the complaint (where available).

Procedure . Stage 3

On receipt of a Stage 3 Complaint Review Form, the Academic Quality Manager (or nominee) shall review the document to determine whether the request for review is valid based on the grounds for review stated above and is within the time limits stated above. The decision regarding the validity of the request for review will be notified to the student in writing within 15 working days of receipt of the request.

If the request is deemed invalid the letter will advise that the internal University procedures in relation to the complaint have been concluded and will include details of the scheme of the Office of the Independent Adjudicator.

representative. The name of the representative shall be provided to the University before any meeting. Where a representative is attending a meeting on behalf of a student, the meeting will only be required to consider the representations made by the representative during the meeting. Any written or oral representations made by the representative after the meeting cannot be considered.

A student is responsible for paying the costs of their representative.

c. Recording of Procedures

The audio recording of meetings held under this Procedure is prohibited, subject to such reasonable adjustment as may be agreed by the University where required under the Equality Act 2010.

d. Legal Proceedings

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15 Monitoring and Performance Procedure

Schools/Divisions/Professional Services are responsible for maintaining a log of all complaints received and ensuring that appropriate action is taken and that any emerging trends are monitored. The Standards and Enhancement Office maintains a summary of Stage 2 and Stage 3 complaints submitted in each academic year which permits the progress of complaints to be monitored and delays in the process to be identified and acted upon. The Standards and Enhancement Office shall compile an annual management report identifying issues raised through complaints, actions taken and an anonymised profile of complaints for the Education Committee and Senate.

16 Training and Support

For more information on the Student Complaints Procedure please contact the Standards and Enhancement Office on 01204 900850 or email info@boltonsu.com

General information to students on the operation of the Student Complaints Procedure is available from the Student Centre and the Standards and Enhancement Office. The Student Complaints Procedure is available from the Standards and Enhancement Office.

17 Equality Impact Assessment

The University of Bolton is committed to the promotion of equality, diversity, and a supportive environment for all member of our community. Our commitment to equality and diversity means that this procedure has been screened in relation to the use of plain English, the promotion of the positive duty in relation to race, gender and disability and avoidance of discrimination to other equality groups related to ages, sexual orientation, religion or belief or gender reassignment.

18 Monitoring and Review of the Procedure

These procedures will be monitored by the Standards and Enhancement Office.

These procedures will be reviewed every three years.

19 Dissemination of and Access to the Policy

The Student Complaints Procedure is available on the University of Bolton website (www.bolton.ac.uk) and is also available in the Policy Zone).

STUDENT COMPLAINTS PROCEDURES	
Policy ref: SEO/COMP1	
Version number	02
Version date	121017
Name of Developer/Reviewer	Hilary Birtwistle
Policy Owner (Group/Centre/Unit)	SEO
Person responsible for implementation (postholder)	All Staff, Investigating Officers, Heads of Schools, Division and Professional Services
Approving committee/board	Senate
Date approved	July 2017
Effective from	October 2017
Dissemination method e.g. website	Website
Review frequency	3 years
Reviewing committee	Senate
Consultation history (individuals/group consulted and dates)	Drafts of the regulation have been considered by: Education Committee Senate; Students Union
Document history (e.g. rationale for and dates of previous amendments)	This was re-write of the previous procedure partly in response to an OIA consultation document and subsequent guidance

Appendix A

The University of Bolton and our Partner Organisations

- A.1 Complaints about services provided by collaborative partners (for example, those in which University awards are taught under academic franchising arrangements) or other organisations involved in delivery of a course will be pursued with the relevant collaborative partner or organisation through the partner's complaints procedure.
- A.2 Our partners have their own complaints procedures which you will be informed about as part of your induction processes with the partner institution and issues relating to service provision will have Stage 1 . The Early Resolution, Stage 2 . The Formal Complaint Stage and Stage 3 . The Review Stage, being conducted by the partner

