

# Student Complaints Policy & Procedure

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## 1. Policy Overview

The complaints policy and procedure is designed to assist students who have the perception of unfair and/or unlawful treatment.

A student is defined as any person enrolled for full or part-time courses with Birmingham Christian College (BCC).

Please note that it is generally beneficial for the student to discuss the problem with BCC staff prior to filing a formal complaint.

BCC staff are available to advise students. Students should not hesitate to contact a faculty member, the Registrar or the Academic Dean if they require assistance in the application of this policy.

## 2. Objectives of the Complaints System

This complaints procedure is based on the principles of fairness and thoroughness. It is intended to be:

- Simple and easy to understand;
- Well publicised and easy to access;
- Prompt and effective.

It will be monitored and reviewed on a regular basis.

## 3. Response to a Complaint

BCC will respond to any dissatisfaction with its services fairly and promptly:

- An initial response will be provided within 10 working days;
- A further more detailed response will be made if appropriate;
- You may be offered a meeting with the parties involved if appropriate;
- You may appeal to the Principal if you are dissatisfied with the outcome.

## 4. Complaints Policy

Anyone not satisfied with the level of service provided by BCC should feel able to approach relevant staff to address their concern promptly and directly.

Every attempt should be made to resolve complaints informally through a dialogue with those immediately concerned.

## 5. The Role of Staff Members

All staff members have a responsibility for:

- Receiving complaints;
- Treating them seriously;
- Dealing with them promptly and courteously;

in accordance with the procedure set out below.

## **6. The Role of the Management Team and Administrator**

All members of the management team have a responsibility for resolving a complaint where possible and leading or contributing to an investigation into a complaint when this is considered appropriate.

## **7. The Role of the Academic Dean**

The Academic Dean is responsible for resolving complaints which have reached the appeals stage and may nominate an administrator or member of the faculty who has not been involved in the complaint to investigate.

## **8. Procedures for Implementing the Complaints Policy**

### **Stage 1**

Concern or dissatisfaction should be raised in the first instance with the person or area concerned as soon as possible and not later than within six weeks of the incident. This should be done by completion of the Student Complaints Form which can be found in the back of the student handbook or obtained from reception. This may be a student's tutor or other member of staff. The member of staff dealing with the complaint should make every reasonable effort to resolve the complaint promptly at his/her level.

If a complaint is about a member of staff it should be referred to the Academic Dean. Verbal complaints to reception and staff in public areas should be put in writing and emailed to the relevant member of staff based on the subject of the complaint.

If the member of staff is unable to resolve the issue, the complaint moves to stage 2.

### **Stage 2**

If the member of staff cannot resolve the issue they should refer it to the Registrar for investigation.

Other staff members may become involved in resolving the complaint if necessary.

If appropriate, a meeting will be offered between the complainant and other parties involved to arrive at an agreed resolution.

The member of staff dealing with the complaint will investigate and decide to:

- Dismiss the complaint as unfounded, giving reasons.
- Propose an amicable settlement.
- Uphold or partially uphold the complaint
- Offer an apology;
- Take appropriate steps to address the issue;
- And take action to avoid a similar problem arising in the future.

All complaints should be dealt with as quickly as possible. As far as possible an initial response will be given within 10 working days and a further, more detailed response provided where appropriate.

## 9. Appeals

If a complainant is dissatisfied with the response to their complaint they may appeal in writing to the Academic Dean.

The Academic Dean' nominated representative will investigate the complaint and will decide to:

- Dismiss the appeal against the result of the complaint as being unfounded;
- Refer the complaint back to an area and propose an amicable settlement;
- Uphold or partially uphold the appeal against the result of the complaint
- Offer an apology
- Recommend appropriate steps are taken to address the issue
- And take action to avoid a similar problem arising in future.

The decision of the Academic Dean is final and the complainant will be advised in writing of the outcome within 5 working days of Academic Dean receiving the appeal.

## 10. Further Recourse

If a student feels their appeal has not been dealt with satisfactorily by BCC they should contact the relevant awarding body as follows:

### **Birmingham Newman University**

Write to the following address:

Deputy Registrar  
Birmingham Newman University  
Genners Lane  
Bartley Green  
Birmingham  
B32 3NT

If a student feels their appeal has not been dealt with satisfactorily by Birmingham Newman University they should contact the Office of the Independent Adjudicator. Details can be found here <https://www.oiahe.org.uk/>.

### **Counselling and Psychotherapy Central Awarding Body (CPCAB)**

Refer to CPCAB's complaints policy at the following web address:

<https://www.cpcab.co.uk/downloads/Complaints%20Policy%202023-24.pdf>

CPCAB's appeals policy can be found at the following web address:

[https://www.cpcab.co.uk/public\\_docs/enquiries\\_and\\_appeals\\_policy](https://www.cpcab.co.uk/public_docs/enquiries_and_appeals_policy)

### **NCFE**

Refer to NCFE's complaints policy at the following web address:

<https://www.ncfe.org.uk/customer-and-learner-support/contact-us/making-a-complaint/>