

# Higher Education Complaints at Truro & Penwith College: 2020-2025

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# **Complaints Overview**

All complaints about Higher Education at Truro & Penwith College, whether from students or other stakeholders, should follow the College Complaints Procedure which is available from any College Reception or from the Intranet. The Complaints process for Higher Education students is outlined below and in the attached Complaint flowcharts. Any formal complaint will be logged by the Principal's Secretary and details will also be held by the HE Co-ordinator or their representative within the HE team.

Complaints follow a four step process (A-D) which differ slightly for each awarding body. The following table identifies the different stages that apply to your programme and the flowchart that you should refer to. Step A is a quickly arranged meeting that allows an issue to be raised and if possible solved without entering a formal process; it also enables the college to take action, if necessary, prior to entering a longer process. Steps B – D entail a three stage formal Complaints Process. Students on SCITT should refer to the SCITT complaints process that is available as a separate document. Any complaints received by our partner awarding bodies will be forwarded to the T&PC Higher Education Co-ordinator to be dealt with under the College Complaints Procedure.

	T&PC HE services	Pearson EDEXCEL	University of Plymouth	University of Greenwich
Α	Informal discussion and solution			
В	T&PC Stage 1	Pearson/T&PC Stage 1	Early Resolution	UoG/T&PC Stage 1







#### **University Level Courses**



С	T&PC Stage 2	Pearson/T&PC Stage 2	Formal complaint	UoG/T&PC Stage 2
D	T&PC Appeal	Pearson Review	Review	Final Review

The college will ensure that a student is clear about the process that applies to their complaint and, in the event that the college fails to resolve a complaint relating to a student, then the student will be advised on how to forward the complaint to the awarding body who will deal with it under their procedures as identified in the relevant complaint flowchart. If the awarding body is unable to resolve a student complaint the student may then refer the matter to the Office of the Independent Adjudicator (OIA).

A full record of an individual case will be kept for as long as a dispute may persist and electronic copies of complaint investigation and correspondence will be held by the HE team in a password protected file for a period of five years after graduation in case of implications for a student's future studies. A report of any complaint relating to HE received in the College, and the outcome, is sent to the Higher Education Administration team to log. A record will be kept of the number, type and outcome of complaints. This information will be reported to the HE Programme Team Leader and Director of Partnerships annually. An anonymised summary will be included in the annual report to the Governors HE Quality Review to ensure that any outcomes were delivered and to discuss any procedural or policy changes where specific trends are identified. The Higher Education Co-ordinator will send a report of any complaints relating to each awarding body regarding their registered students as required.

It should be noted that the above procedure relates to complaints and not to academic appeals which, should be dealt with under the Academic Appeals Process that applies to each awarding body. If in doubt, please ask for advice from the HE Co-Ordinator who will help clarify the process applying to each programme.









# **TPC Complaints Procedure**





#### COMPLAINTS PROCEDURE

#### 1 SCOPE AND PURPOSE

- 1.1 This complaints procedure is available to all students and other clients of Truro and Penwith College who are dissatisfied in their dealings with the College.
- 1.2 The purpose of the procedure is to enable such complaints to be dealt with promptly, thoroughly and fairly.

#### 2 INFORMAL APPROACH

It should be possible to resolve most complaints informally. The complainant should first approach the member of the College staff with whom they have been dealing. That person may be able to deal with the situation there and then.

#### 3 FORMAL APPROACH

If the complainant is not satisfied with the informal procedure then the College Management should be contacted. The contact may be by telephone, letter or in person. The following procedure will then be followed:-

- 3.1 The complaint will be recorded and the complainant may be asked to submit written details of the complaint.
- 3.2 The complaint will be acknowledged within one week of receipt.
- 3.3 The complaint will be investigated by the Management of the College.
- 3.4 The College will respond to every complaint in writing or in person at a meeting, if the complainant is happy with the latter approach and believes that it is appropriate. This response will be made within three weeks of the acknowledgement of the complaint.
- 3.5 In investigating and responding to a complaint the College will seek to ensure that the matter is dealt with promptly and fairly. The response will indicate any proposed action that arises from the complaint.









#### 4 APPEAL

- 4.1 If the complainant remains dissatisfied after four weeks of the receipt by the Manager of a written complaint, the complainant may appeal to the Chair of the College Corporation to investigate the matter further.
- 4.2 The Chairman will conduct his or her own investigation and respond in writing within ten working days.

#### 4.3 Higher Education Complaints

In the event that the complaint is unresolved after following the College Complaints Procedure then the complaint should be forwarded to the University or awarding body. If they are unable to resolve the complaint the student may refer the matter to the Office of the Independent Adjudicator (OIA).

#### 5 TIME PERIODS

The time periods as set out in this procedure are for guidance and may be subject to extension, particularly outside academic terms. Where any such extensions are made, they will be notified to the complainant in writing.







# **University Level Courses**



# TPC HE Complaints Flowchart

Truro and Penwith College HE Complaints Process - Flowchart

This includes HE Service Complaints (as identified by UoP)

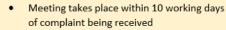
#### **Informal Solutions**

- Problem raised by student
- HE team informed verbally or via <u>hecoordinator@truro-</u> <u>penwith.ac.uk</u> email with details of complaint
- Complaint information received and HE DTL logs informal complaint

- HE DTL notifies student of the informal solutions meeting date where complaint will be discussed within 5 working days of them sending complaint
- HE DTL discusses issue with relevant HE staff
- HE DTL inputs meeting date into log

If after 10 working days, student does not get back in touch → HE DTL log end date

If after 10 working days complainant considers the issue remains unresolved, they must hand in Formal Complaint; HE Admin records student on formal complaints log



- · Action plan is discussed
- Agreed action is logged by HE DTL
- Student is informed about the formal complaints process









#### T&PC Stage 1

- Relevant parties notified of the student wanting to progress onto TPC Stage 1: HE DTL, Director of Partnerships, HE PTL, UoP Complaints and Appeals office, T&PC Principal's Secretary
- Acknowledgment email sent to student within 7 days of receiving formal complaint stage 1 information
- Investigating officer is agreed amongst relevant staff members, along with process and timescale
- Investigating Officer contacts student to explain if there is going to be a delay in resolution

- Investigating officer for resolving the complaint undertakes the investigation
- Within 15 working days of acknowledgement email or last email being sent, student will be contacted with a written response to the complaint or the opportunity to meet to discuss the complaint by the investigating officer

The investigating officer also notifies the student of the stage 2 procedure if the stage 1 complaint is not upheld

The student is given 10 working days to either confirm resolution or ask to progress onto Stage 2 via email to

hecoordinator@truropenwith.ac.uk

- If student does not respond, the complaint end date will be logged after 10 working days
- CoP letter sent out by college

- After a written response or a meeting has taken place, the investigating officer will send a brief summary of discussion/proposed resolution within 5 working days of the written response/meeting
- All relevant parties are notified of this brief summary
- All relevant information is logged









#### T&PC Stage 2

- Stage 2 is possible if: (a) new evidence is available; (b) not all existing information was considered (c) the decision is unreasonable considering the facts (d) the remedy to an upheld complaint is inappropriate.
- Any new evidence must be submitted by complainant within 15 days of notification of stage 1 outcome
- Acknowledgment email sent to student by HE Administration within 5 working days of receiving stage 2 notification form
- Relevant people are informed within 5 working days of receiving formal complaint – HE DTL, Director of Partnerships, HE PTL, Principal's secretary,

- Investigating officer will be nominated by relevant staff members
- · Process and timescale are agreed
- Student is notified if the process is predicted to take longer than 20 working days

- Student does not reply after 10 working days or complaint resolved
- · HE log the end date
- Student receive the Completion of Procedures letter
  - If student responds within 10 working days identifying that the complaint remains unresolved move to T&PC Appeal

- Investigating officer undertakes an investigation of the complaint and responds to the responsible Senior Team member within 15 working days
- Investigating officer completes report and summary and notifies the Principal & Director of Partnerships of outcome
- Investigating officer informs HE Admin who log action
- A formal response from Principal to the student confirming the outcome and any action within 5 days of receipt of information from investigation
- The letter informs the student that if no response is received within 10 working days, a formal Completion of Procedures letter will be sent

#### T&PC Appeal

- HE Administration notifies Director of Partnerships, the Principal's secretary and UoP RDM
- Student may Appeal to the Chair of the College Corporation
- They will acknowledge receipt and conduct investigation
- They will respond within 10 working days to student
- Chair of the College Corporation informs HE Administration who log action

- Student satisfied with response
- Complaint resolved
- CoP letter sent out to student
- HE log end date if student does reply after 10 working days
- Student not satisfied with response
- Student may refer the matter to the OIA and inform HE admin within 10 working days
- HE log end date





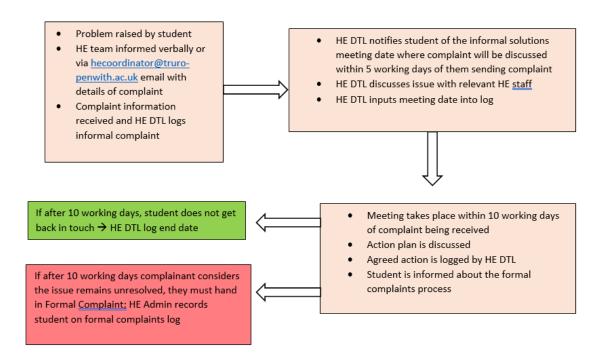




# Pearson BTEC Complaints Flowchart

#### Pearson / T&PC HE Complaints Process - Flowchart

#### Informal Solutions









# **University Level Courses**



#### Pearson /T&PC Stage 1

- Relevant parties notified of the student wanting to progress onto TPC Stage 1: HE DTL, Director of Partnerships, HE PTL, UoP Complaints and Appeals office, T&PC Principal's Secretary
- Acknowledgment email sent to student within 7 days of receiving formal complaint stage 1 information
- Investigating officer is agreed amongst relevant staff members, along with process and timescale
- Investigating Officer contacts student to explain if there is going to be a delay in resolution

- Investigating officer for resolving the complaint undertakes the investigation
- Within 15 working days of acknowledgement email or last email being sent, student will be contacted with a written response to the complaint or the opportunity to meet to discuss the complaint by the investigating officer

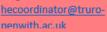
The investigating officer also notifies the student of the stage 2 procedure if the stage 1 complaint is not unheld

The student is given 10

- If student does not respond, the complaint end date will be logged after 10 working days
- CoP letter sent out by college

- After a written response or a meeting has taken place, the investigating officer will send a brief summary of discussion/proposed resolution within 5 working days of the written response/meeting
- All relevant parties are notified of this brief summary
- All relevant information is logged

working days to either confirm resolution or ask to progress onto Stage 2 via email to hecoordinator@truro-











#### Pearson / T&PC Stage 2

- Stage 2 is possible if: (a) new evidence is available; (b) not all existing information was considered (c) the decision is unreasonable considering the facts (d) the remedy to an upheld complaint is inappropriate
- Any new evidence must be submitted by complainant within 15 days of notification of stage 1 outcome
- Acknowledgment email sent to student by HE Administration within 5 working days of receiving stage 2 notification form
- Relevant people are informed within 5
  working days of receiving formal complaint –
  HE DTL, Director of Partnerships, HE PTL,
  Principal's secretary,
- Student does not reply after 10 working days or complaint resolved
- HE log the end date
- Student receive the Completion of Procedures letter
- If student responds within 10 working days identifying that the complaint remains unresolved move to T&PC Appeal

- Investigating officer will be nominated by relevant staff members
- · Process and timescale are agreed
- Student is notified if the process is predicted to take longer than 20 working days
- Investigating officer undertakes an investigation of the complaint and responds to the responsible Senior Team member within 15 working days
- Investigating officer completes report and summary and notifies the Principal & Director of Partnerships of outcome
- Investigating officer informs HE Admin who log action
- A formal response from Principal to the student confirming the outcome and any action within 5 days of receipt of information from investigation
- The letter informs the student that if no response is received within 10 working days, a formal Completion of Procedures letter will be sent

#### Pearson / T&PC Appeal

- HE Administration notifies
   Director of Partnerships, the
   Principal's secretary and UoP
   RDM
- Student may Appeal to the Chair of the College Corporation
- They will acknowledge receipt and conduct investigation
- They will respond within 10 working days to student
- Chair of the College Corporation informs HE Administration who log action

- Student satisfied with response
- Complaint resolved
- CoP letter sent by PTL
- HE log end date if student does not get in touch after 10 working days
- · Student not satisfied with response
- Student forwards complaint to Pearson using online complaints form on Pearson website
- · HE PTL notify Pearson









#### **Pearson Complaint Review**

- Pearson respond to student within 10 working days
- Complaint review panel review the complaint and make final decision
- HE Administration are notified of this action and confirm release of CoP letter with Pearson



- Student complaint is resolved and they do not got in touch after 10 working days
- CoP letter sent out to student by the college
- HE log end date

- Student not satisfied with response and gets in touch within 10 working days
- Student refers themselves to the OIA

University of Plymouth Complaints Flowchart





# University Level Courses



University of Plymouth HE Academic Complaints process - Flowchart

Please also refer to UoP Complaints Procedure which takes precedent over this document

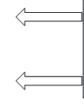
#### **Informal Solutions**

- Problem raised by student within 40 working days of event or issue arising
- HE team informed verbally or via <u>hecoordinator@truro-penwith.ac.uk</u> email with details of complaint
- Complaint information received and HE DTL logs informal complaint

- HE DTL notifies student of the informal solutions meeting date where complaint will be discussed within 5 working days of them sending complaint
- HE DTL discusses issue with relevant HE staff
- HE DTL inputs meeting date into log

If after 10 working days, student does not reply the HE DTL log end date

If after 10 working days complainant considers the issue remains unresolved, they must hand in Formal Complaint; HE Admin records student on formal complaints log



- Meeting takes place within 10 working days of complaint being received
- · Action plan is discussed
- · Agreed action is logged by HE DTL
- Student is informed about the formal complaints process







#### **University Level Courses**



#### Formal Complaints

- Information is forwarded by UoP to partner institution within 5 working days of receipt
- From Early Resolution stage notification of formal complaint is made to UoP Complaints and Appeals Office
- Acknowledgment email sent to student by HE team within 5 working days of receiving formal complaints procedure information
- Relevant people are informed within 5
  working days of receiving formal complaint –
  HE DTL, Director of Studies, HE PTL, UOP,
  Principal's secretary
- Principal's secretary logs complaint
- Investigating officer will be nominated by relevant staff members

- Investigating officer will send acknowledgment email to student 5 working days after receiving complaint
- Investigating officer will undergo the investigation by gathering relevant people/information they need
- A meeting will be held with the student and relevant people involved to discuss this
- A summary will be sent to the student of the meeting within 5 working days after it takes place
- If the student does not agree with the summary, they have 5 working days after this to submit their own summary for the case file

Student is notified by HE team that if their complaint isn't resolved 10 working days after this, they can proceed onto the review stage via an email to <a href="mailto:hecoordinator@truro-pewnith.ac.uk">hecoordinator@truro-pewnith.ac.uk</a>

Student makes contact within 10 working days and provides evidence of complaint not being resolved appropriately in the previous stage

- HE team will log end date, if student does not email within 10 working days
- Student receives CoP letter from UoP

- Student will receive a written account of the University's response to complaint within 20 working days from the acknowledgment of investigating officer
- This will include the action that's going to be taken from the investigation
- This action will be logged by HE team
- The investigating officer will report back to the relevant parties with this outcome

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#### **University Level Courses**

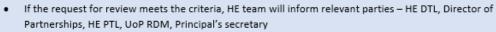


#### **UoP Review**

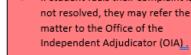
- Student must demonstrate evidence of at least one of the review criteria in their email to progress onto the review stage
- HE team will inform the UoP Complaints and Appeals Office who confirm the new investigating officer
- The previous investigating officer will pass the investigation onto another member of Senior Management or University staff
- They will assess the complaint investigation using the review factors and this will determine whether the review request will be accepted
- If the review is rejected, student will receive a Completion of Procedures letter

#### Review Criteria:

- The University's response to the formal complaint failed to address all the issues
- The University's response to the formal complaint failed to consider all the evidence submitted
- There is evidence of bias and/or prejudice in the consideration of the complaint
- That a procedural irregularity occurred in the consideration of your formal complaint
- That any remedy offered is unreasonable in the circumstances



- Student will be informed that they cannot request a second review for the same complaint
- HE Administration team makes a log of Review Process
- Complaint will return to the 'Formal Complaint' stage in the process to continue the investigation
- It will be considered by the new member of Senior Management not involved in the first investigation
- Senior managers holding responsibility for the investigation will report back to HE team who record action in the review log
  - If student feels their complaint is not resolved, they may refer the matter to the Office of the
- If student's complaint is resolved, and student does not get in touch within 14 working days, HE team will log end date
- Student receives CoP letter from UoP









#### **University Level Courses**



#### **Early Resolution**

- Notification of Early Resolution stage to UoP complaints and Appeals Office
- Relevant people notified of the student wanting to progress onto Early Resolutions by HE – HE DTL, Director of Partnerships, HE PTL, UoP RDM, T&PC Principal's Secretary
- Acknowledgment email sent to student from UoP within 10 working days of receiving formal complaints form
- Investigating officer is agreed with UoP, along with process and timescale
- Investigating officer emails student if there is going to be a delay in resolution

- Investigating officer for resolving the complaint undertakes the investigation
- Within 15 working days of acknowledgement email or last email being sent, student will be contacted with a written response to complaint or the opportunity to meet to discuss the complaint by the investigating officer
- After a written response/meeting has taken place, the investigating officer will send a brief summary of discussion/proposed resolution within 5 working days of the written response/meeting taking place
- If student does not agree with the <u>summary</u> they may send in their own summary for the case file within 5 days
- All relevant parties including UoP are notified of this brief summary
- All relevant information is logged

The investigating officer also notifies the student of the Formal Complaint Procedure if the complaint is not upheld at Early Resolution

The student is given 10 working days to either confirm resolution or ask to progress onto the Formal Complaints Procedure via email to

hecoorindator@truro-penwith.ac.uk

- If student does not respond, the complaint end date will be logged after 10 working days
- HE request UoP to send CoP letter to student







# **University Level Courses**



# University of Greenwich Complaints Flowchart

#### Informal Solutions

- Problem must be raised by student within 20 working days of date of incident
- HE team informed verbally or via <u>hecoordinator@truro-penwith.ac.uk</u> email with details of complaint
- Complaint information received and HE DTL logs informal complaint

- HE DTL notifies student of the informal solutions meeting date where complaint will be discussed within 5 working days of them sending complaint
- HE DTL discusses issue with relevant HE staff
- HE DTL inputs meeting date into log

If after 10 working days, student does not get back in touch → HE DTL log end date

If after 10 working days complainant considers the issue remains unresolved, they must hand in Formal Complaint; HE Admin records student on formal complaints log

- Meeting takes place within 10 working days of complaint being received
- Action plan is discussed
- Agreed action is logged by HE DTL
- Student is informed about the formal complaints process

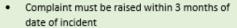








#### UoG/T&PC Stage 1



- · Logged onto T&PC formal complaint form
- Relevant parties notified of the student wanting to progress onto early resolutions by HE – HE DTL, Director of Partnerships, HE PTL, UoG Complaints and Appeals office, T&PC Principal's Secretary
- Acknowledgment email sent to student by HE within 7 days of receiving formal complaint stage 1 information
- Investigating officer is agreed amongst relevant staff members, along with process and timescale
- Investigating Officer contacts student to explain if there is going to be a delay in resolution

 Investigating officer for resolving the complaint undertakes the investigation

 Within 15 working days of acknowledgement email or last email being sent, student will be contacted with a written response to the complaint or the opportunity to meet to discuss the complaint by the investigating officer. Possible outcomes: founded, unfounded, partially founded.

The investigating officer also notifies the student of the stage 2 procedure if the stage 1 complaint is not upheld

The student is given 10 working days to either confirm resolution or ask to progress onto Stage 2 via email to

hecoordinator@truropenwith.ac.uk

- If student does not respond, the complaint end date will be logged after 10 working days
- CoP letter sent out by college

 After a written response or a meeting has taken place, the investigating officer will send a brief summary of discussion/proposed resolution within 5 working days of the written response/meeting

- All relevant parties are notified of this brief summary
- All relevant information is logged









#### **University Level Courses**



#### UoG /T&PC Stage 2

- Stage 2 is possible if: (a) new evidence is available; (b) not all existing information was considered (c) the decision is unreasonable considering the facts (d) the remedy to an upheld complaint is inappropriate.
- Any new evidence must be submitted by complainant within 15 days of notification of stage 1 outcome
- Acknowledgment email sent to student by HE Administration within 5 working days of receiving stage 2 notification form
- Relevant people are informed within 5 working days of receiving formal complaint – HE DTL, Director of Partnerships, HE PTL, Principal's secretary,

- Investigating officer will be nominated by relevant staff members
- · Process and timescale are agreed
- Student is notified if the process is predicted to take longer than 20 working days

- Student does not reply after 10 working days or complaint resolved
- HE log the end date
- Student receive the Completion of Procedures letter
- If student responds within 10 working days identifying that the complaint remains unresolved move to <u>UoG</u> Review

- Investigating officer undertakes an investigation of the complaint and responds to the responsible Senior Team member within 15 working days
- Investigating officer completes report and summary and notifies the Principal & Director of Studies of outcome
- · Investigating officer informs HE Admin who log action
- A formal response from Principal to the student confirming the outcome and any action within 5 days of receipt of information from investigation
- The letter informs the student that if no response is received within 10 working days, a formal Completion of Procedures letter will be sent









#### **UoG Final Review**

- At end of T&PC Stage 2 Complaint, T&PC will communicate outcome to student, notify Director of Partnerships, the Principal's secretary and UoG Liaison of outcome of investigation.
- Student satisfied with response
- Complaint resolved
- CoP letter sent out to student
- HE log end date if student does not get in touch after 14 working days
- Student not satisfied with response
- Student may refer matter to University of Greenwich for Final Review Procedure and inform HE admin within 14 working days
- HE log end date
- Application must be within 15 working days from notification using UoG form
- Student will receive acknowledgment of request within 5 working days
- Director nominates UoG staff to organise and undertake final review based on written evidence
- Decision to discuss, investigate and refer to final review committee
- Final review committee meets with student and makes final decision
- Student satisfied with response
- Complaint resolved
- CoP letter sent out to student
- Student not satisfied with response
- Student may refer matter onto OIA

- Student may request UoG Final
- College notifies UoG Complaints and Appeals Office and supplies complainant with relevant UoG form
- UoG put in place Review Process









# Truro & Penwith College Higher Education Complaints Form

#### **Personal Details:**

Title:	College ID:	
Forename(s):	University of Plymouth ID (if a UoP student):	
Surname:	Name of course currently studying:	
Student email:	Year of study:	
Contact number:	Campus:	

**Informal process:** If you haven't discussed your concern informally with a member of the HE team, please ask now for someone to contact you to see if we can resolve the issue quickly without the need for a formal process.

Staff involved	
in informal	
discussion:	
Explanation	
of issue and	
suggested	
solution or	
action:	

#### **Details of Problem:**

Date issue	
first raised as	
formal	
complaint:	
Supporting	
information	
with identified	
sources:	







**University Level Courses** 



Summa	ry of the pro	oblem:					
Ac a race	ult of moleina	this complain	nt is there are	, outcom	a vou would like	2	
As a resu □ Yes □		uns compian	ni, is there any	outcome	e you would like	•	
	e details bel	low:					
Ciana a al-				l Deta			
Signed:				Date			

Please return the completed Complaints Form to:

Fal Reception or <a href="mailto:hecoordinator@truro-penwith.ac.uk">hecoordinator@truro-penwith.ac.uk</a>





