

## Higher Education Complaints at Truro & Penwith College:

### 2020-2025

#### Contents

Complaints Overview .....	1
TPC Complaints Procedure .....	3
TPC HE Complaints Flowchart.....	5
Pearson BTEC Complaints Flowchart .....	8
University of Plymouth Complaints Flowchart .....	11
University of Greenwich Complaints Flowchart .....	16

#### 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.

	<b>T&amp;PC HE services</b>	<b>Pearson EDEXCEL</b>	<b>University of Plymouth</b>	<b>University of Greenwich</b>
<b>A</b>	Informal discussion and solution	Informal discussion and solution	Informal discussion and solution	Informal discussion and solution
<b>B</b>	T&PC Stage 1	Pearson/T&PC Stage 1	Early Resolution	UoG/T&PC Stage 1

<b>C</b>	T&PC Stage 2	Pearson/T&PC Stage 2	Formal complaint	UoG/T&PC Stage 2
<b>D</b>	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

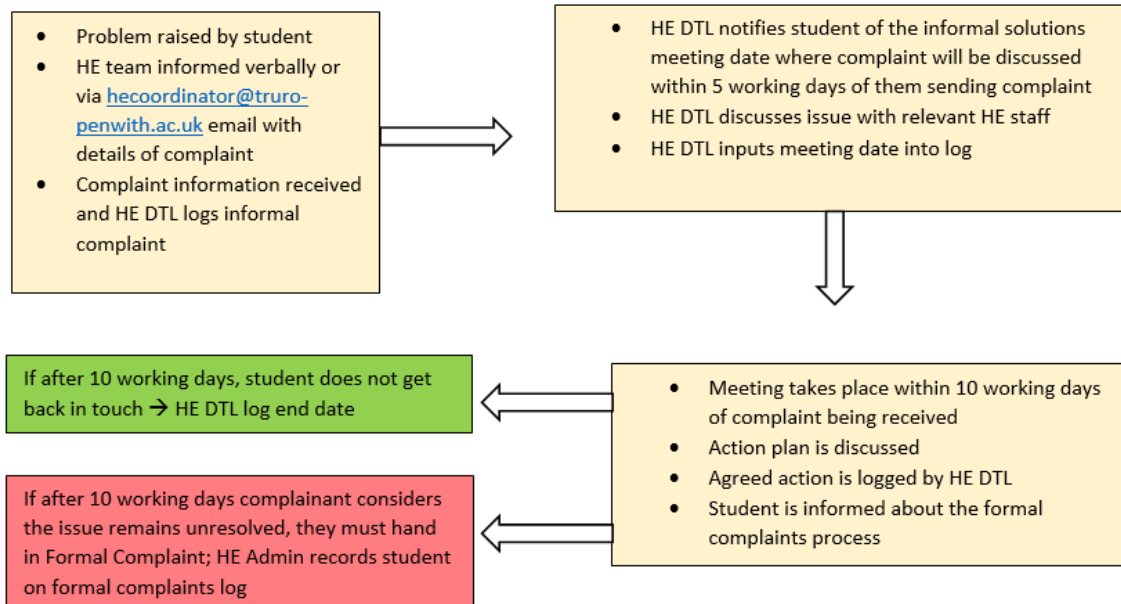
The time periods as set out in this procedure are for guidance and may be subject to extension, particularly outside academic terms. Where any such extensions are made, they will be notified to the complainant in writing.

## TPC HE Complaints Flowchart

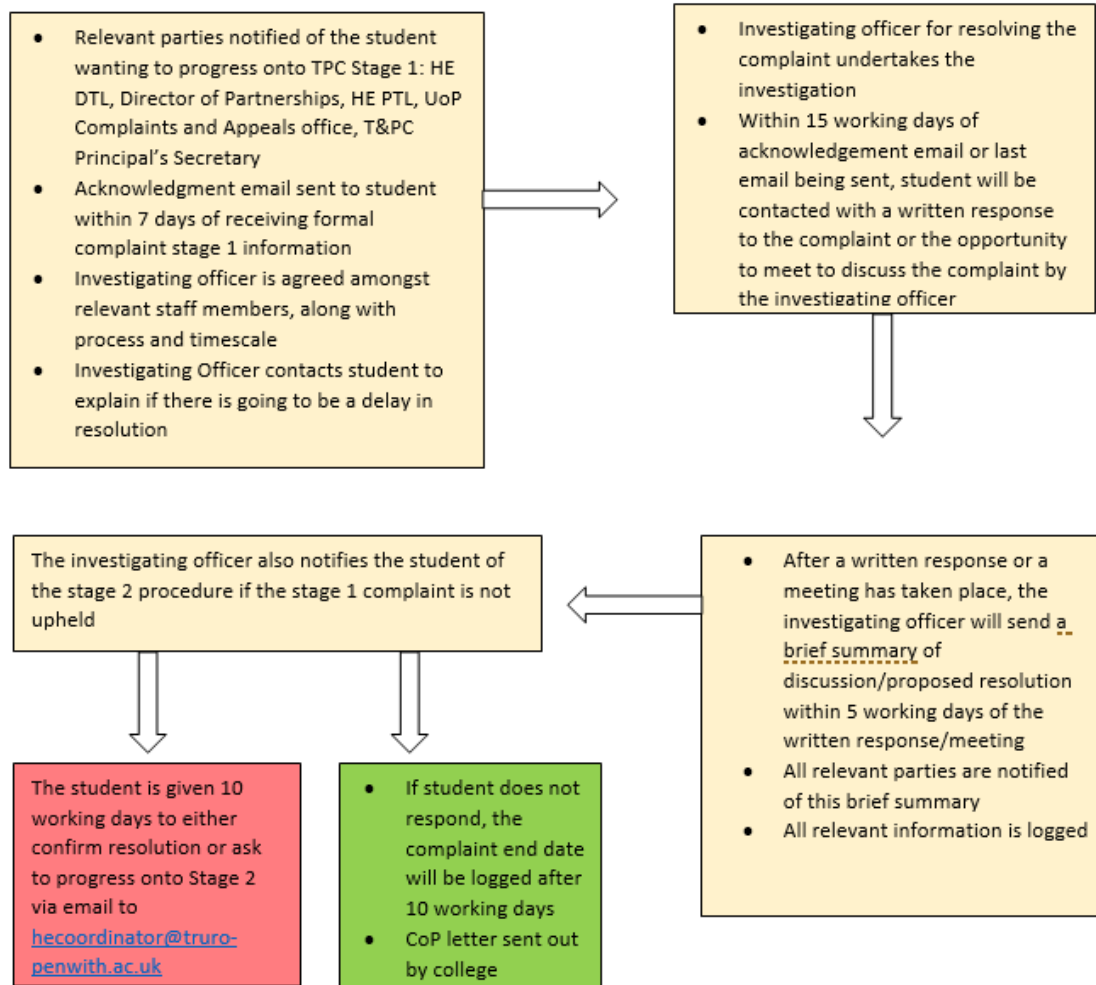
### Truro and Penwith College HE Complaints Process - Flowchart

This includes HE Service Complaints (as identified by UoP)

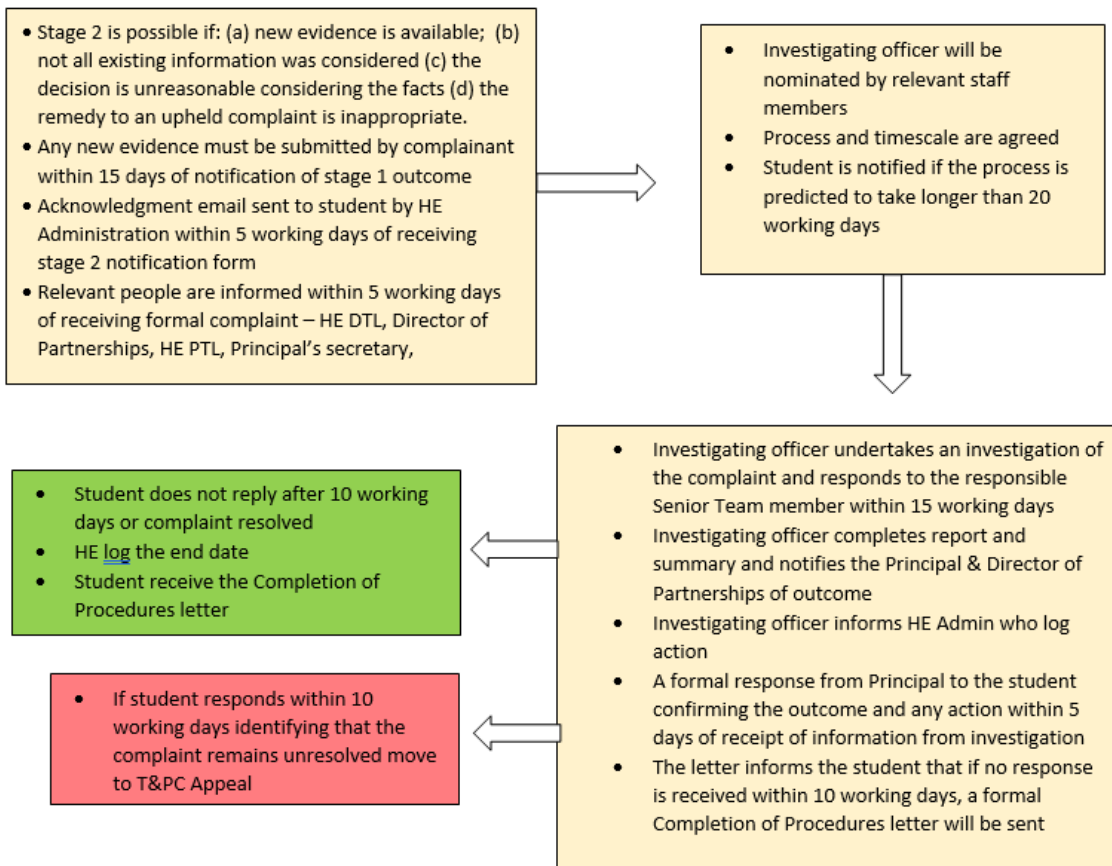
#### Informal Solutions



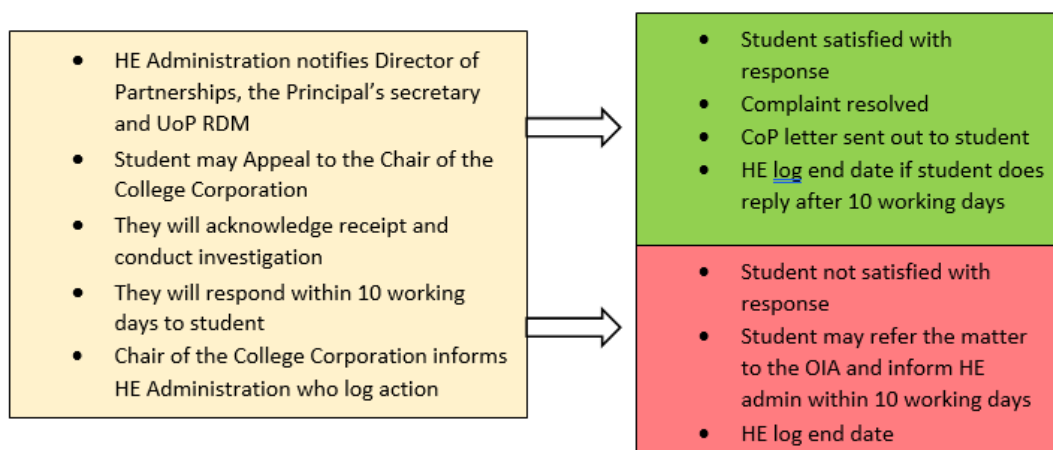
### T&PC Stage 1



### T&PC Stage 2



### T&PC Appeal

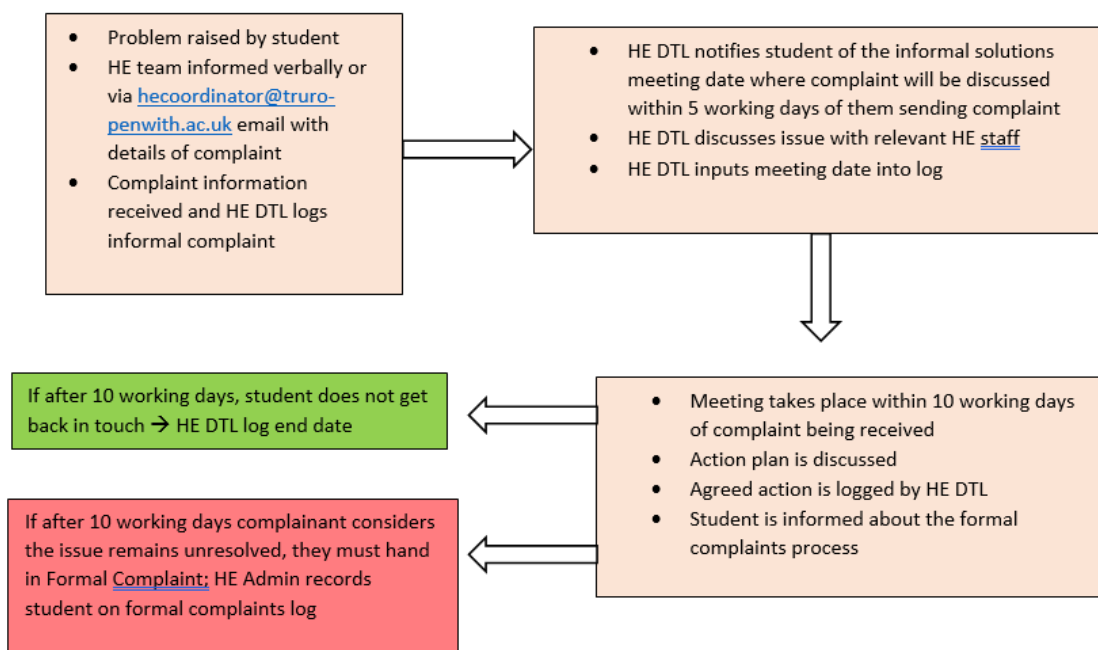




## Pearson BTEC Complaints Flowchart

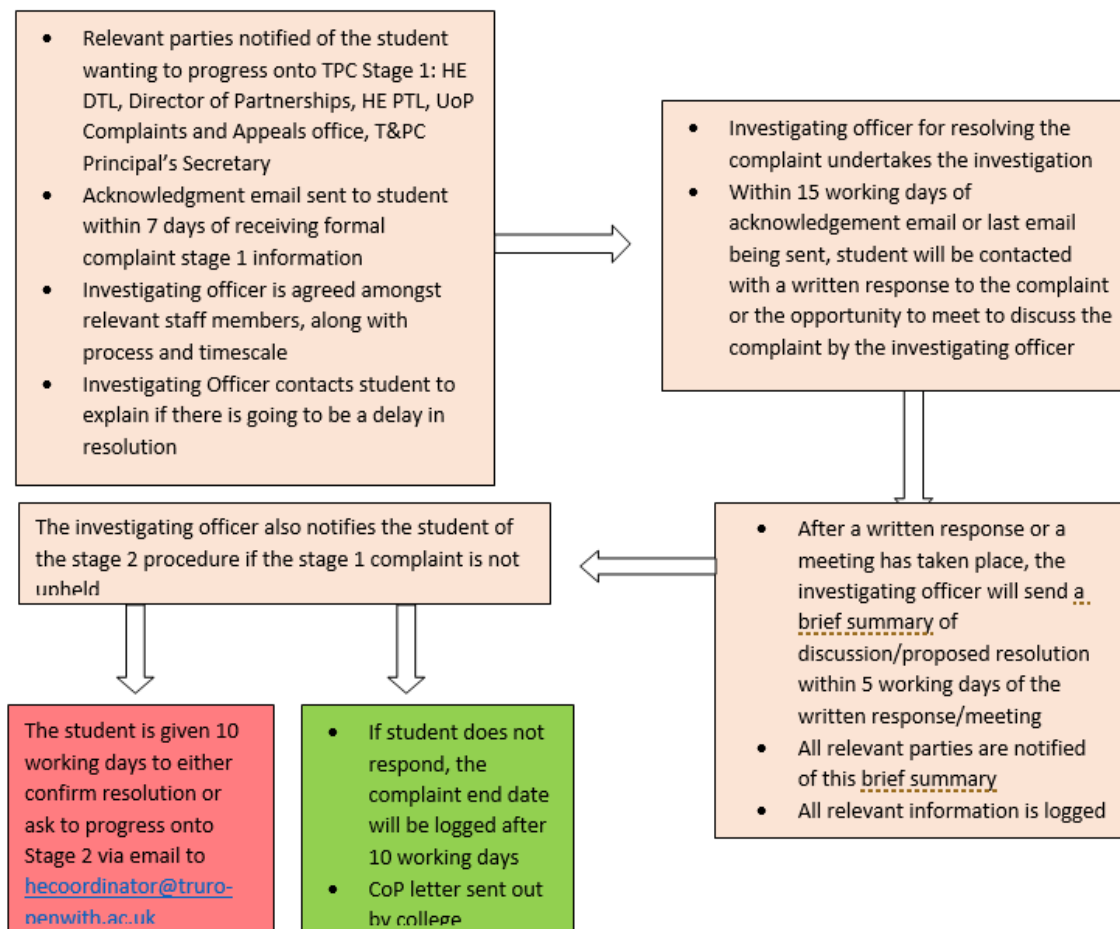
### Pearson / T&PC HE Complaints Process - Flowchart

#### Informal Solutions

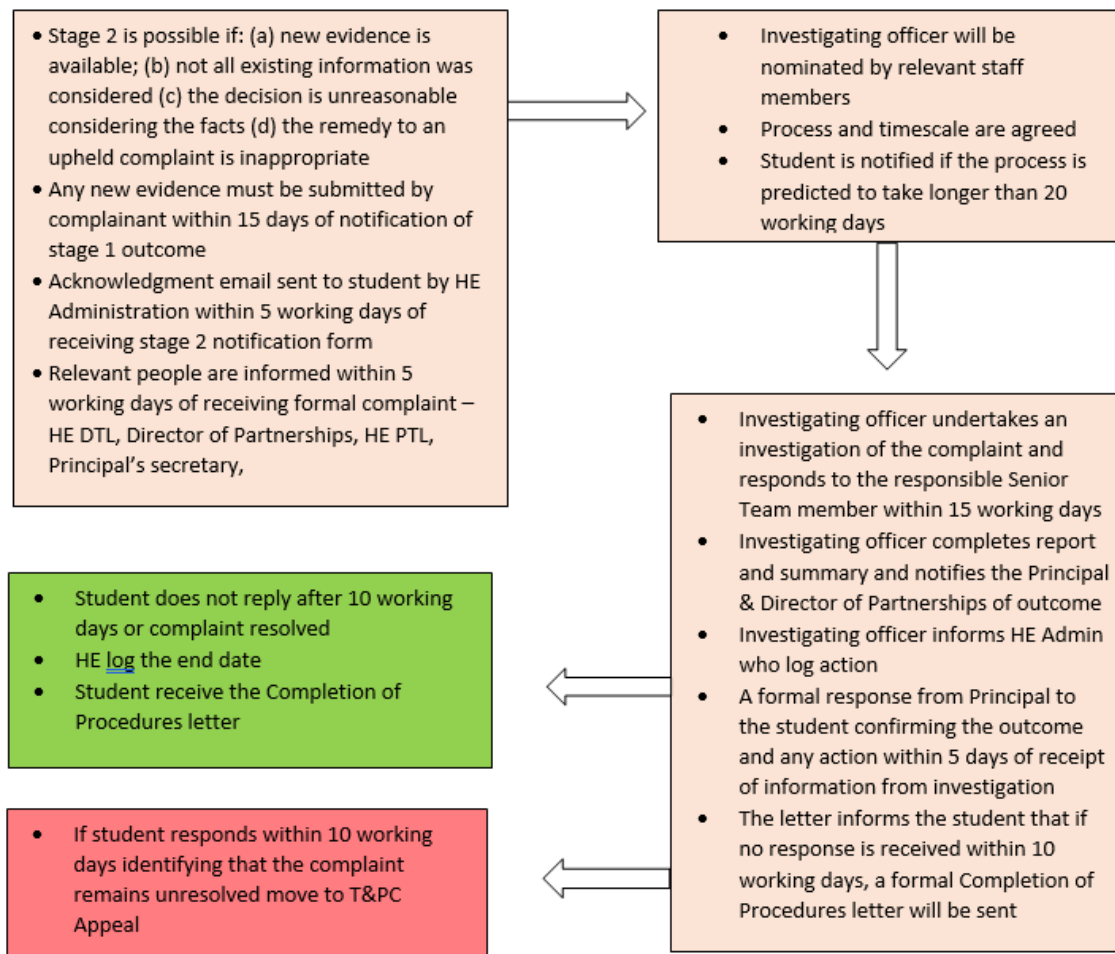




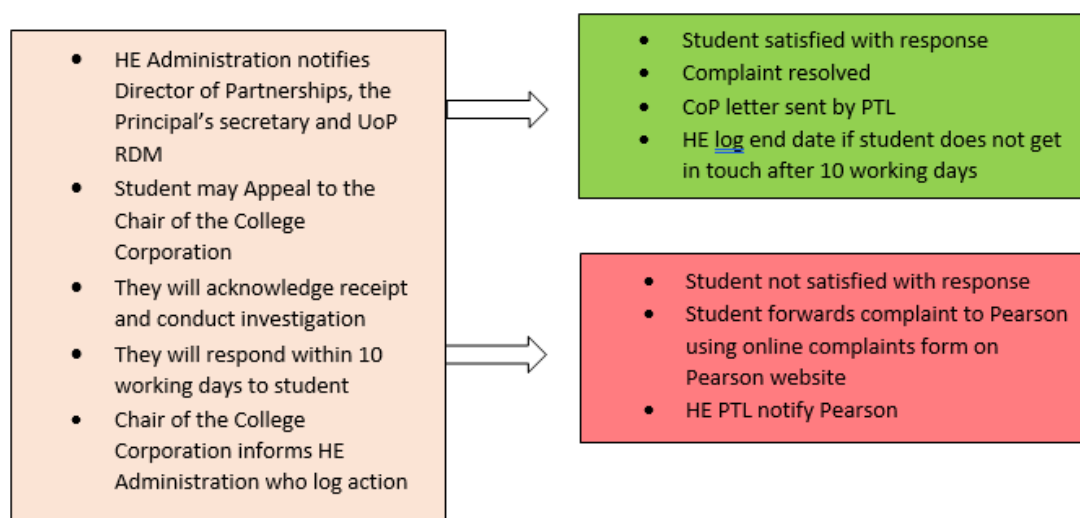
**Pearson /T&PC Stage 1**



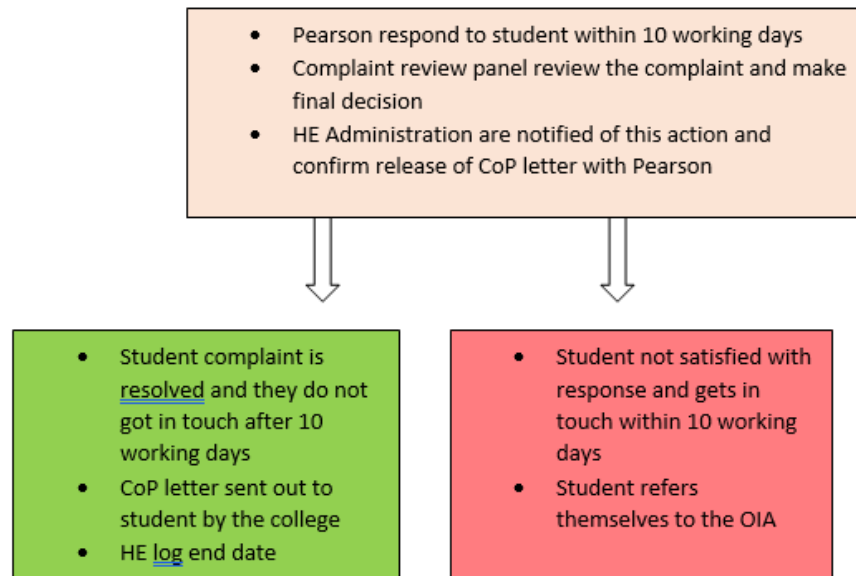
### Pearson / T&PC Stage 2



### Pearson / T&PC Appeal



**Pearson Complaint Review**

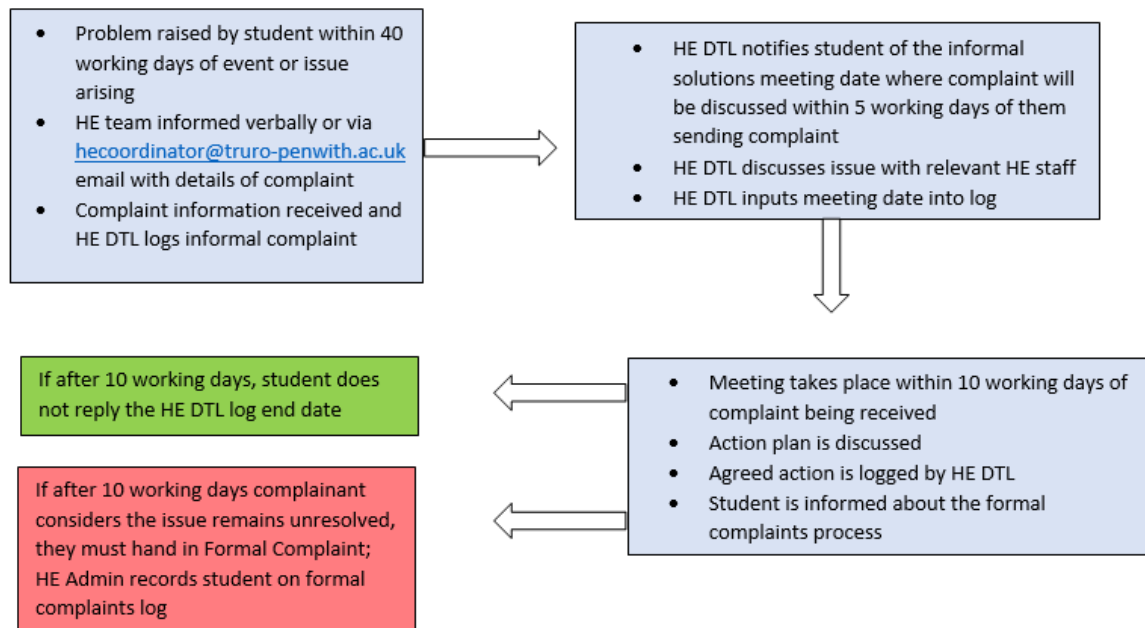


University of Plymouth Complaints Flowchart

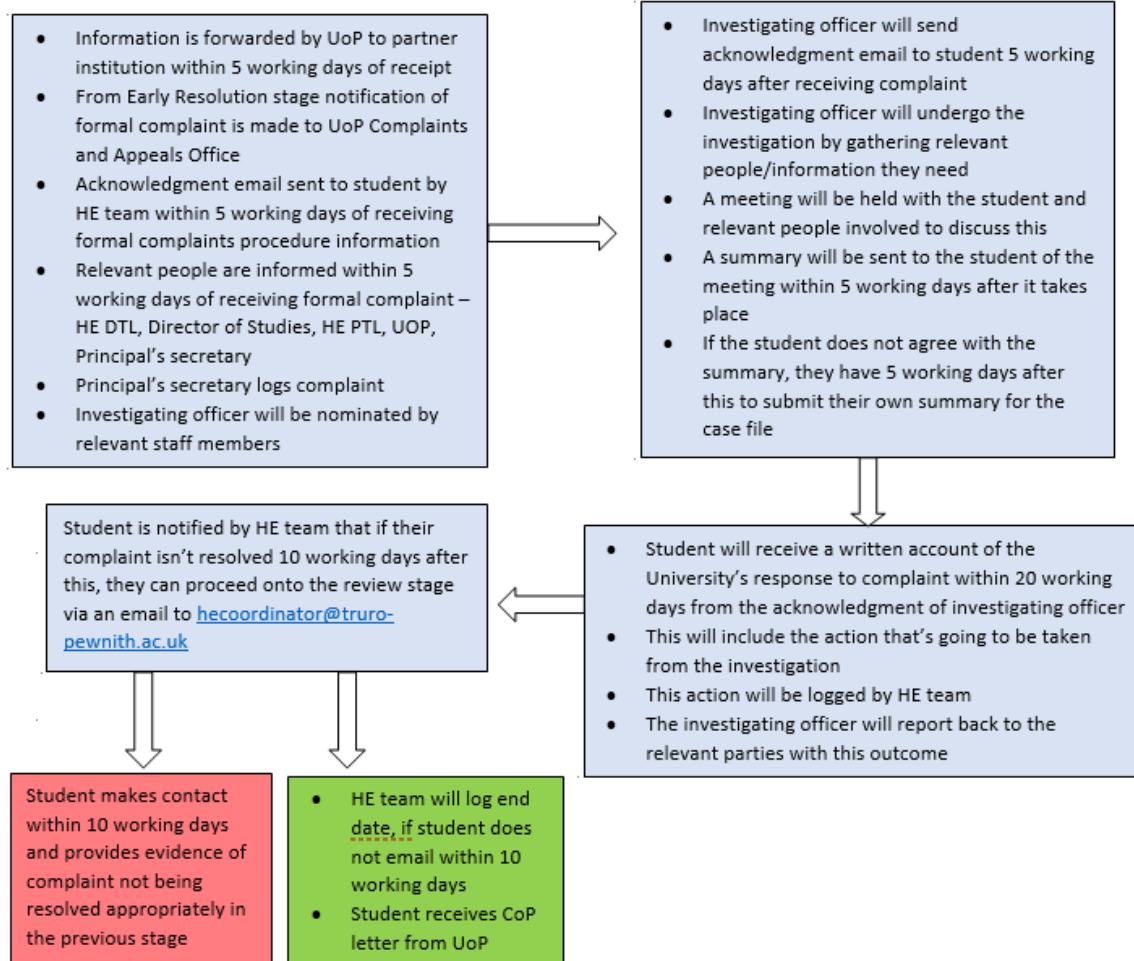
University of Plymouth HE Academic Complaints process - Flowchart

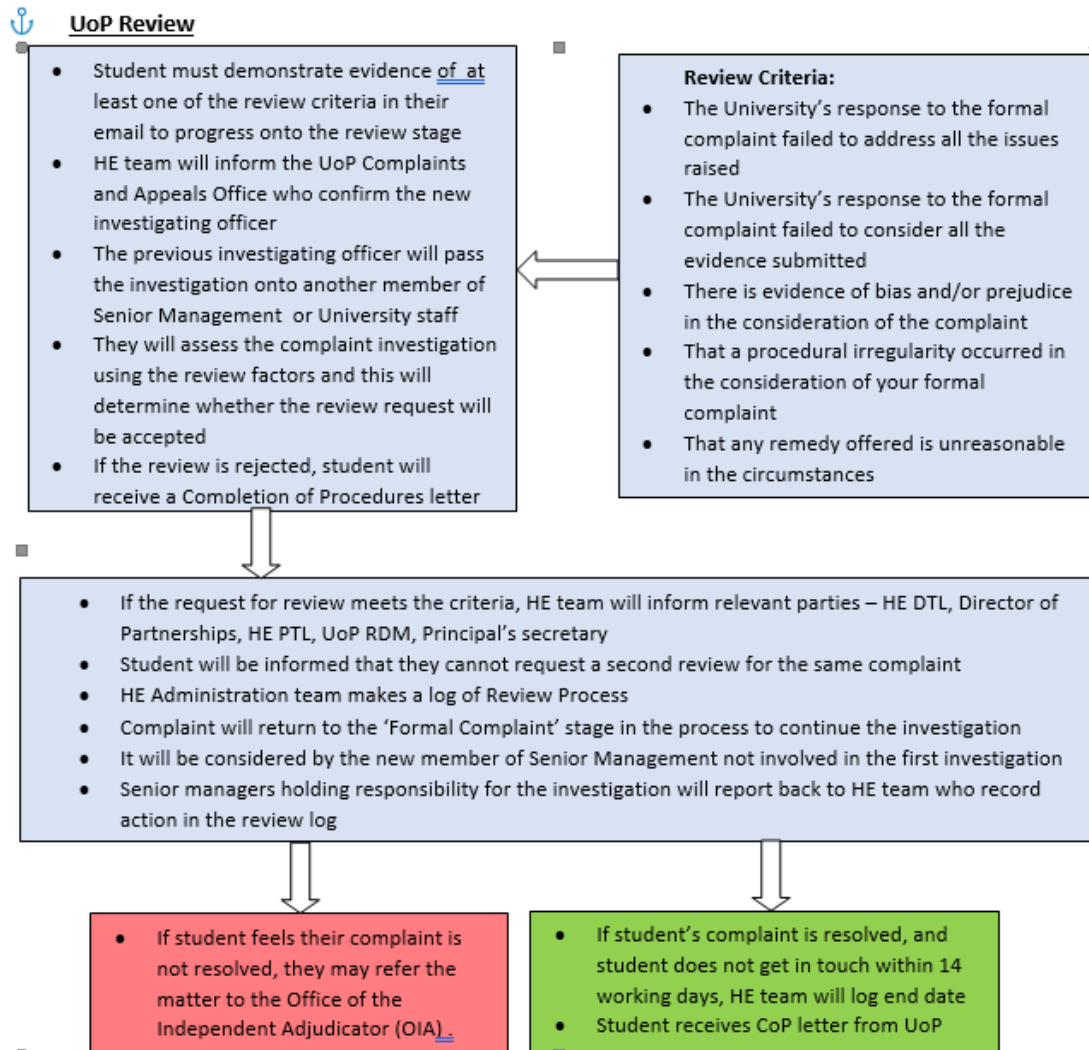
Please also refer to UoP Complaints Procedure which takes precedent over this document

**Informal Solutions**

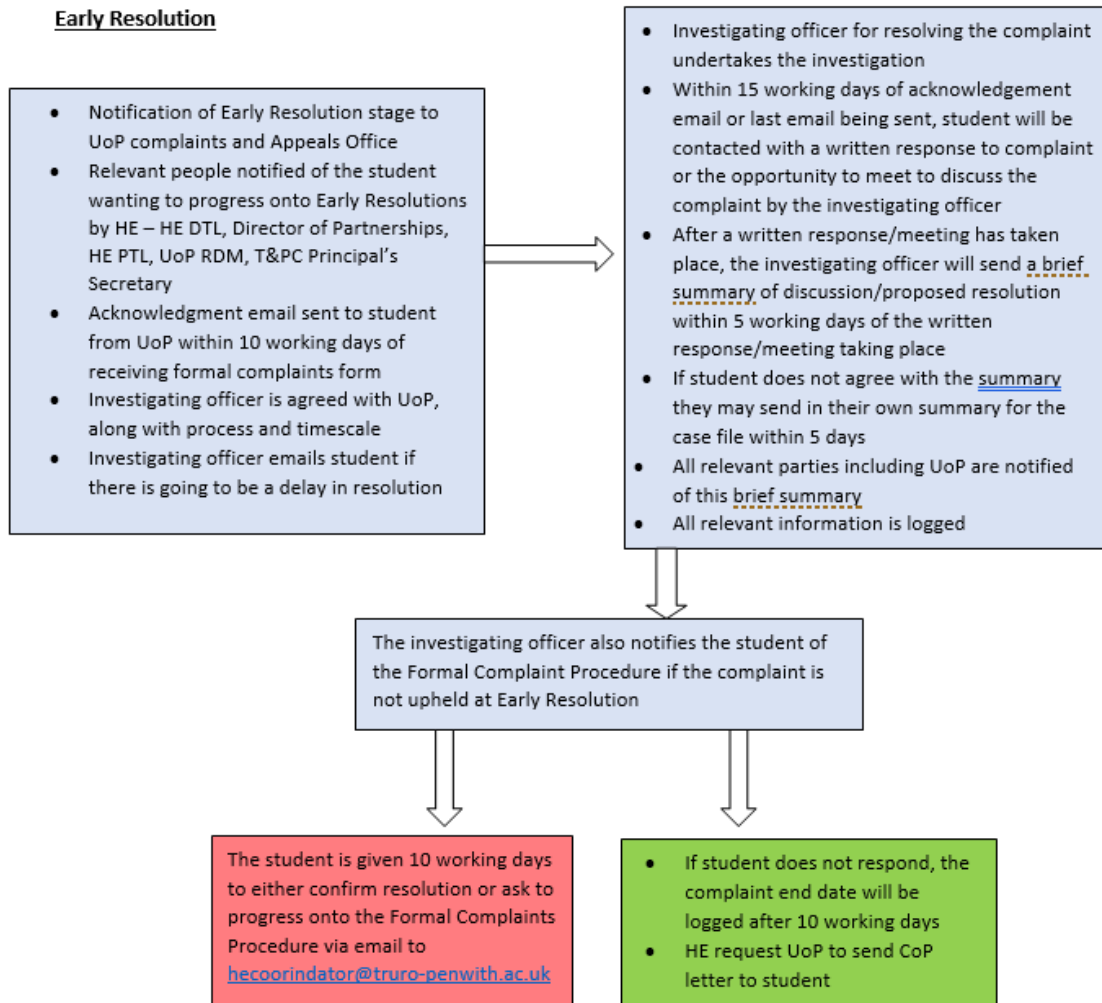


### Formal Complaints





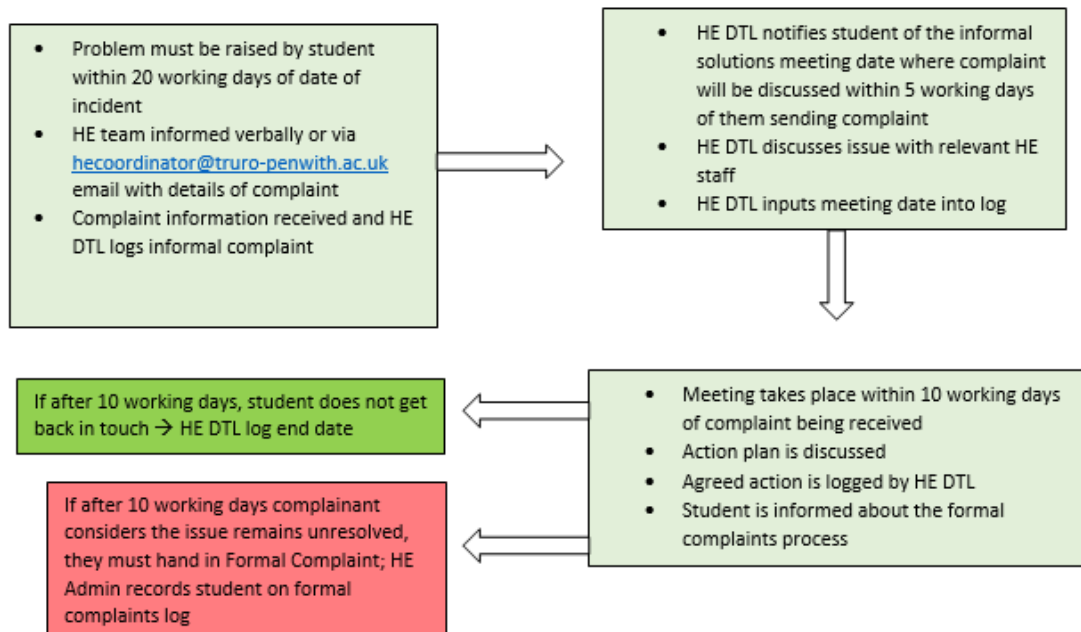
### Early Resolution



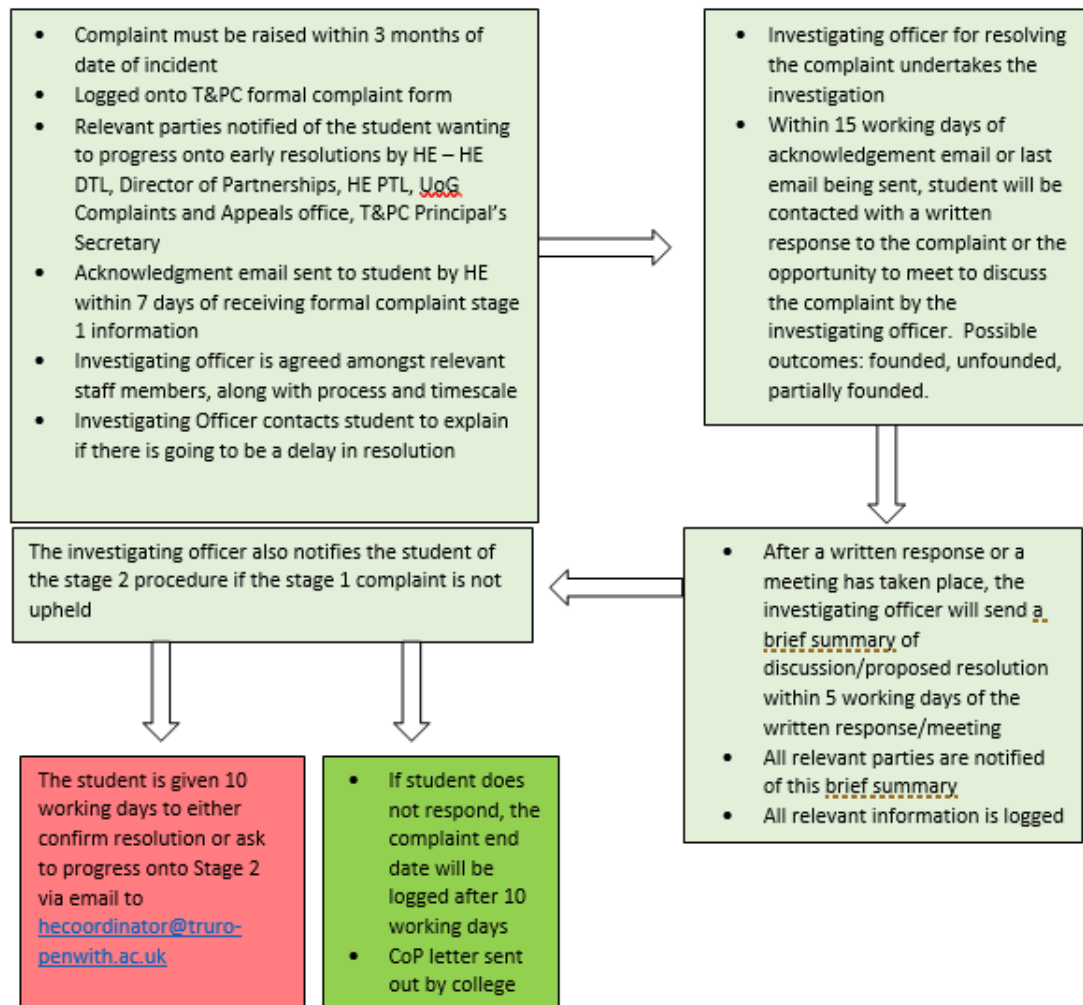


## University of Greenwich Complaints Flowchart

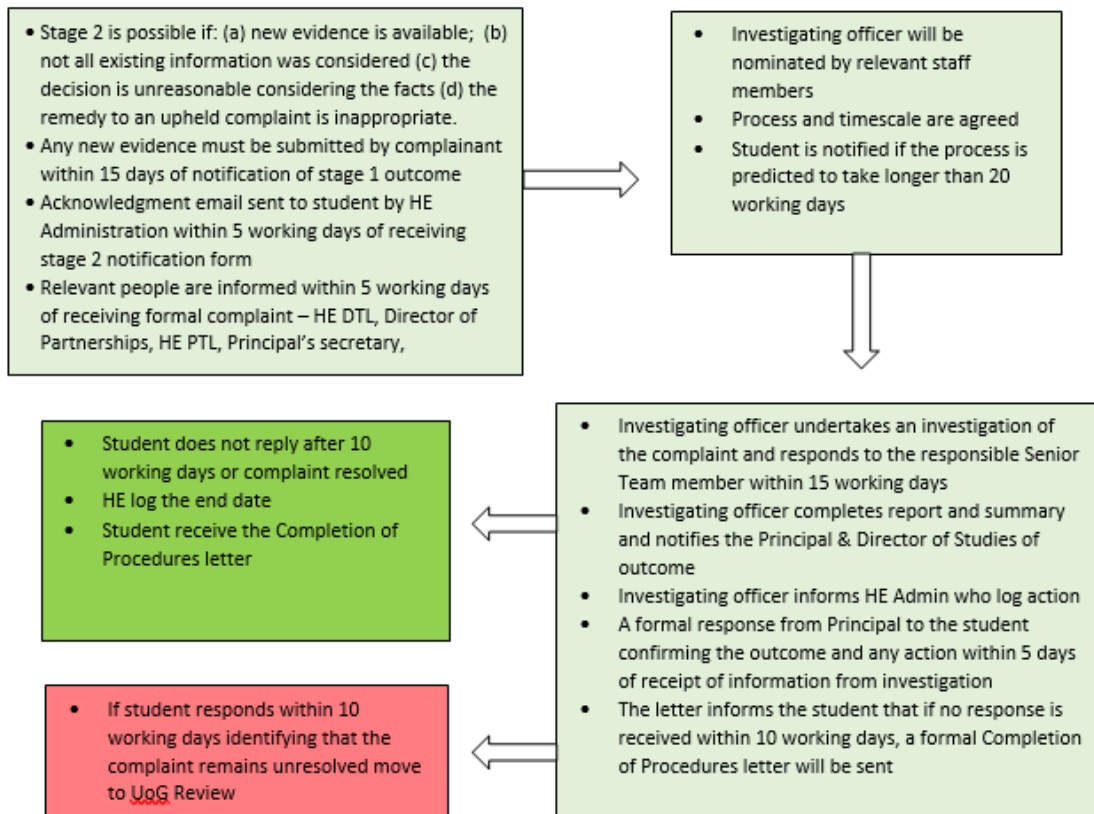
### Informal Solutions



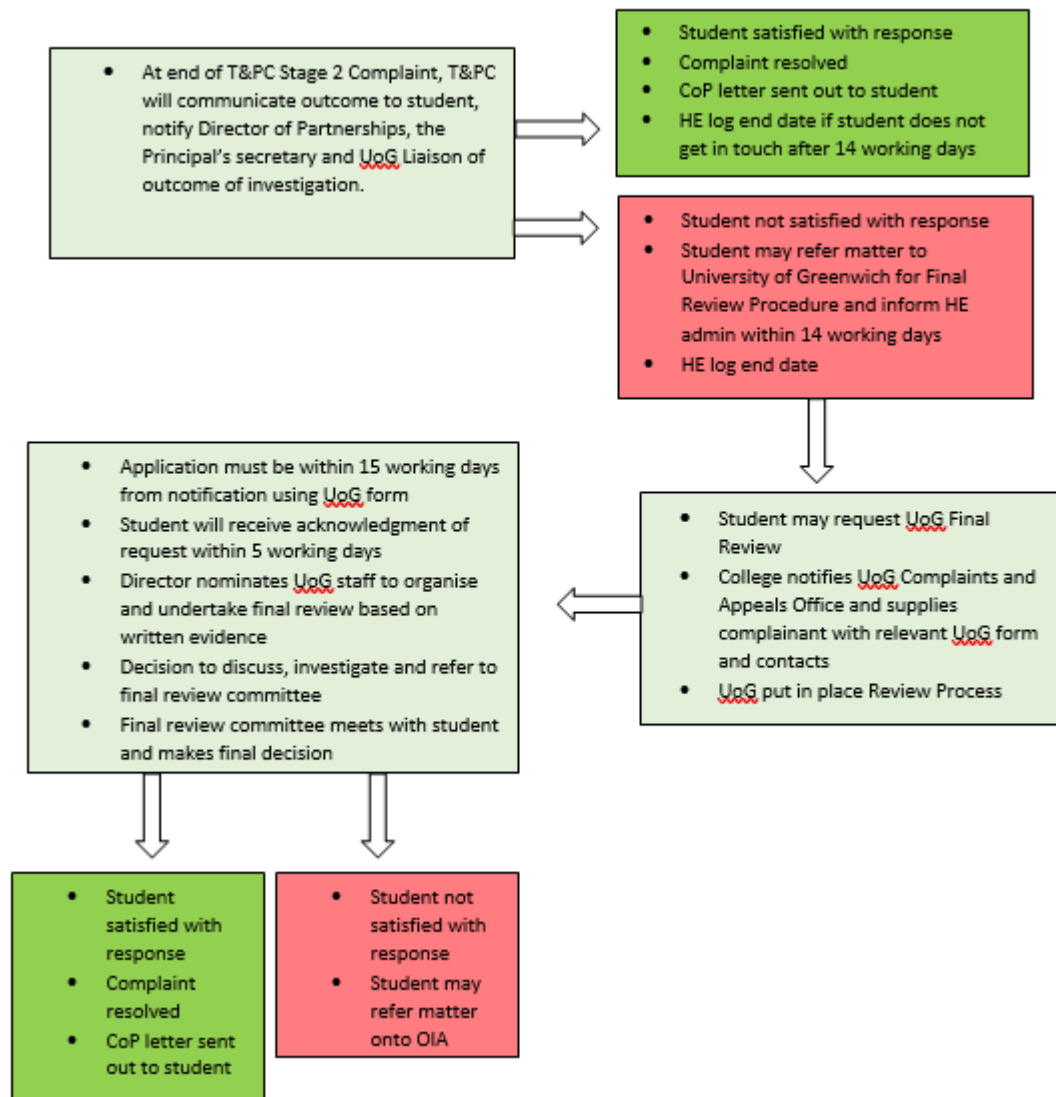
UoG/T&PC Stage 1



UoG /T&PC Stage 2



### UoG Final Review



# 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:	

**Summary of the problem:**

As a result of making this complaint, is there any outcome you would like?

☐ Yes ☐ No

If yes, give details below:

**Signed:**

**Date**

**Please return the completed Complaints Form to:**

Fal Reception or [hcoordinator@truro-penwith.ac.uk](mailto:hcoordinator@truro-penwith.ac.uk)