

Higher Education Complaints at Truro & Penwith College 2018-2021

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 flowchart.

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 with the HE team.

Any complaints received by Plymouth University will be forwarded promptly to the Higher Education Co-ordinator at the College to be dealt with under the College Complaints Procedure.

In the event that the College fails to resolve a complaint relating to a University of Plymouth registered student, then the student should forward the complaint to the University who will deal with it under their procedures. If the University is unable to resolve a student complaint the student may refer the matter to the Office of the Independent Adjudicator (OIA).

Students studying programmes from Awarding Bodies other than the University of Plymouth should follow the College Complaints procedure (available from the Intranet or any College Reception). In the case of non-resolution following Appeal, the student may refer the matter to the 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 Co-ordinator 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 Studies 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.

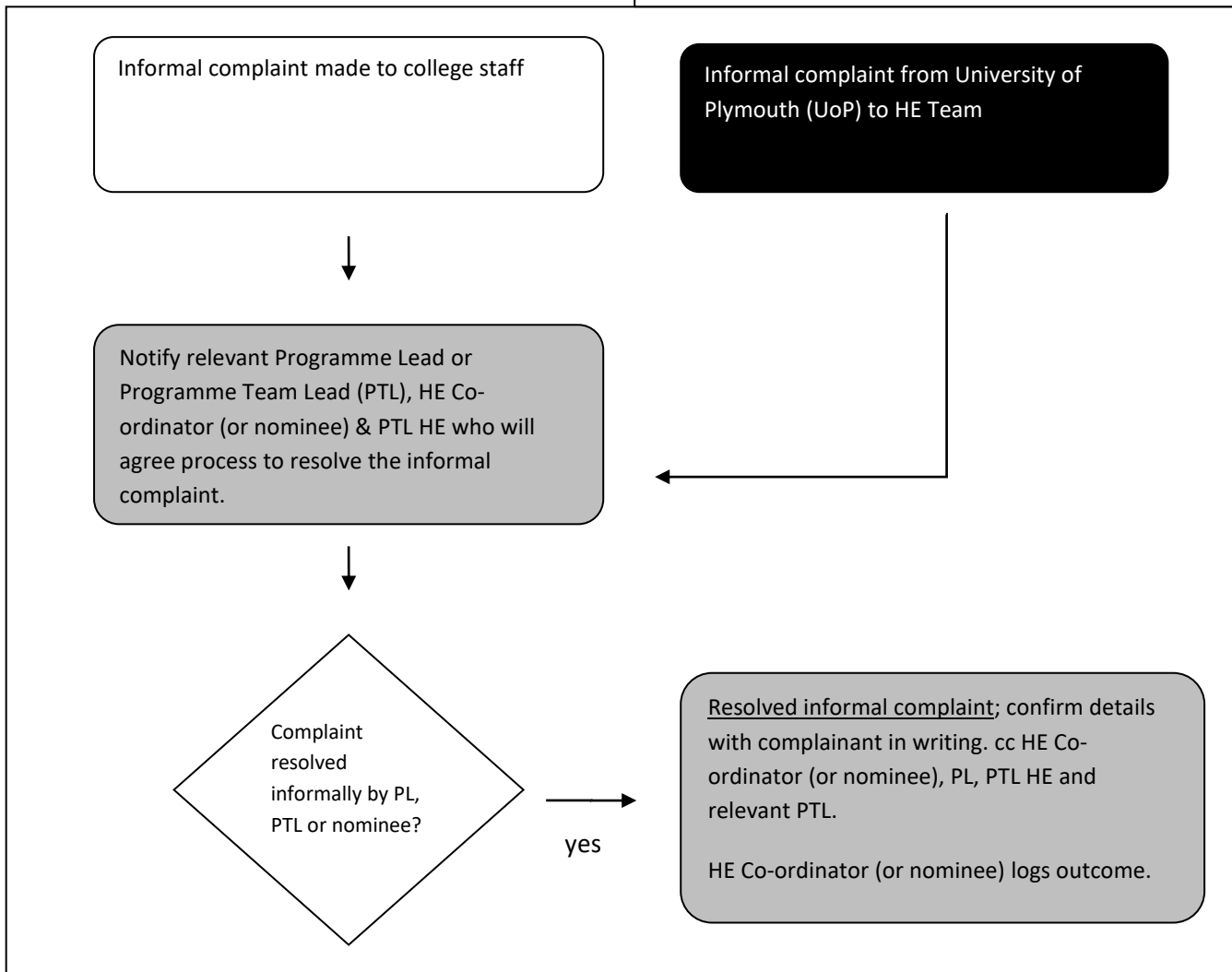
The Higher Education Co-ordinator will send a report of any complaints relating to University of Plymouth registered students to the Student Appeals Office Manager at UoP, twice a year (ie February and July).

It should be noted that the above procedure relates to complaints and not to academic appeals which, in the case of University of Plymouth students, should be dealt with directly by Plymouth University under their appeals process.

Academic appeals for non-University of Plymouth students should in the first instance be directed to the HE Co-ordinator.

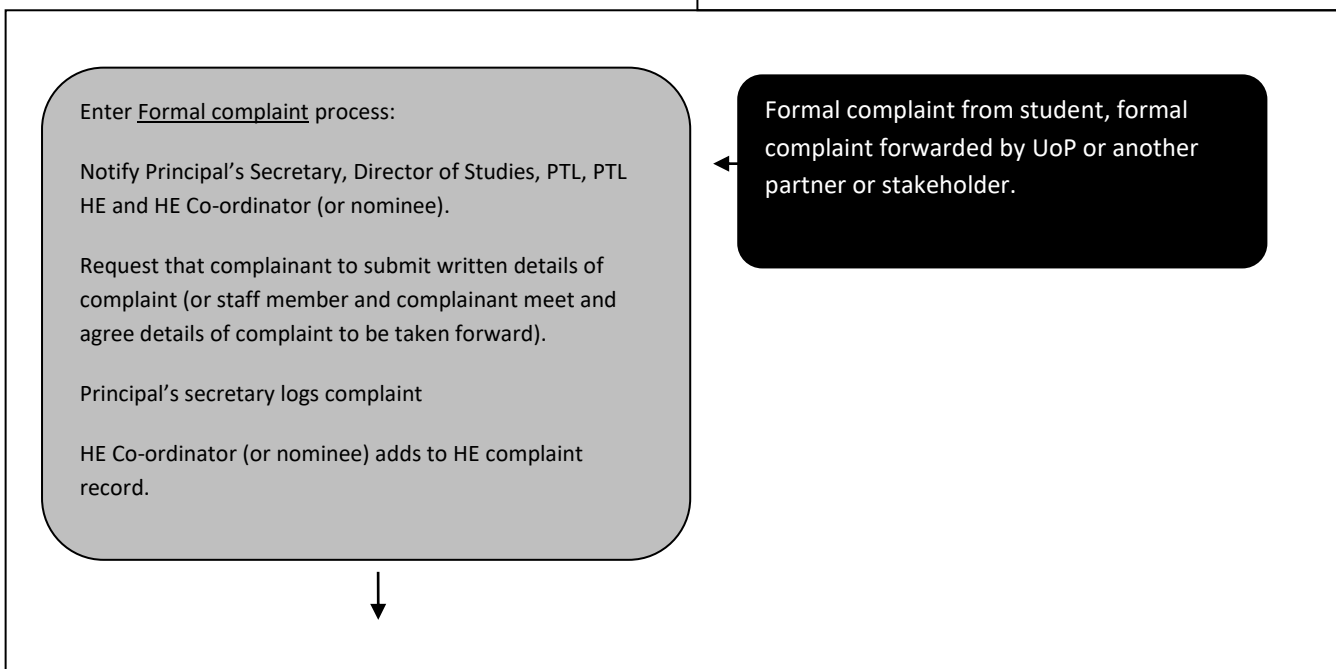
T&PC HE Complaints Procedure (2018):

Stage 1 (informal complaint): maximum 2 weeks



no

Stage 2a (T&P College): maximum 4 weeks





Complaint acknowledged by Principal / Director of Studies within a period of 1 week in line with College Complaint Procedure.

Director of Studies, PTL HE and PTL agree responsibility for investigation, process and timescale (If required, the complainant is notified to explain that the process may take longer than 4 weeks in total and the reason for any longer process).

For UoP validated courses: If the complaint is of an "Academic nature" the HE PTL notifies Plymouth Relationship Development Manager (RDM) and UoP Complaints & Appeals Office confirming the details of formal complaint and the action being taken by T&PC.



Investigating Officer undertakes an investigation of the complaint and responds to the responsible Senior Team member within 2 weeks.



Investigating Officer completes a report and summary and notifies the Principal & Director of Studies of outcome.



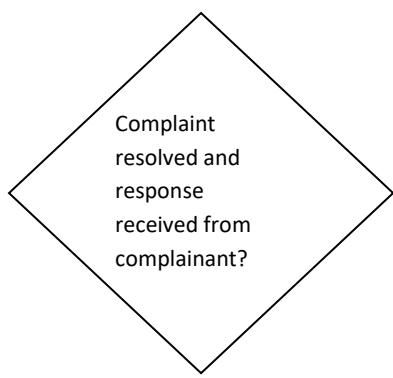
A formal response from Principal to the complainant confirms the outcome of the investigation and any action or, if the complaint is not upheld, that the college Appeal process is available or (for UoP students) that the student may proceed to stage 3 with the University.

The letter informs the complainant that if no response is received within 2 weeks, a request for a formal Completion of Procedures (COP) letter will be sent to the University [or a COP letter will be sent from the College for students on Pearson programmes].



Principal's Secretary logs outcome
HE Co-ordinator (or nominee) completes HE complaint record.





yes

Request from HE Co-Ordinator (or nominee) for completion of procedures letter to be sent by UoP.

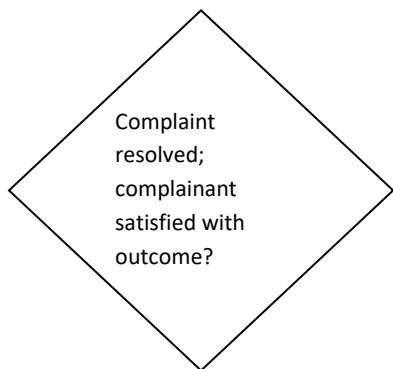
CoP letter sent by PTL for Pearson Programmes
cc Principal's secretary

no



no

yes



yes

no

Pearson
EDEXCEL
HN student

UoP student:

HE PTL notifies University of Plymouth RDM of complaint status (UoP validated courses) and student enters UoP complaints process at stage 3 (below).

Stage 2b (T&P Appeal): maximum 10 days

Appeal Process

Director of Studies and Principal's Secretary notified of response.

Complainant may Appeal to the Chair of the College Corporation, who will acknowledge receipt and conduct investigation and respond within 10 working days



Complaint resolved; complainant satisfied with outcome?

yes

CoP letter sent by PTL for Pearson Programmes
Cc Principal's secretary, HE Co-ordinator (or nominee)

no

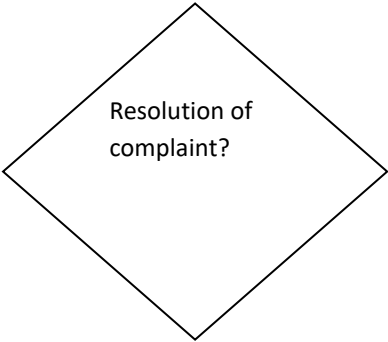
Student has opportunity to refer matter to OIA (stage 4)

Stage 3 University: maximum 4 weeks

Complaint forwarded to University or Awarding body by student and notification by HE PTL.
NB. University process only considers 'academic' complaints.



University Complaint review panel reviews the complaint and makes final decision



yes

Completion of procedures letter sent by UoP
cc T&PC Principal's secretary, HE Co-ordinator (or nominee)

no

Stage 4 Office of the Independent Adjudicator (OIA)

Student may refer the matter to the Office of the Independent Adjudicator (OIA)