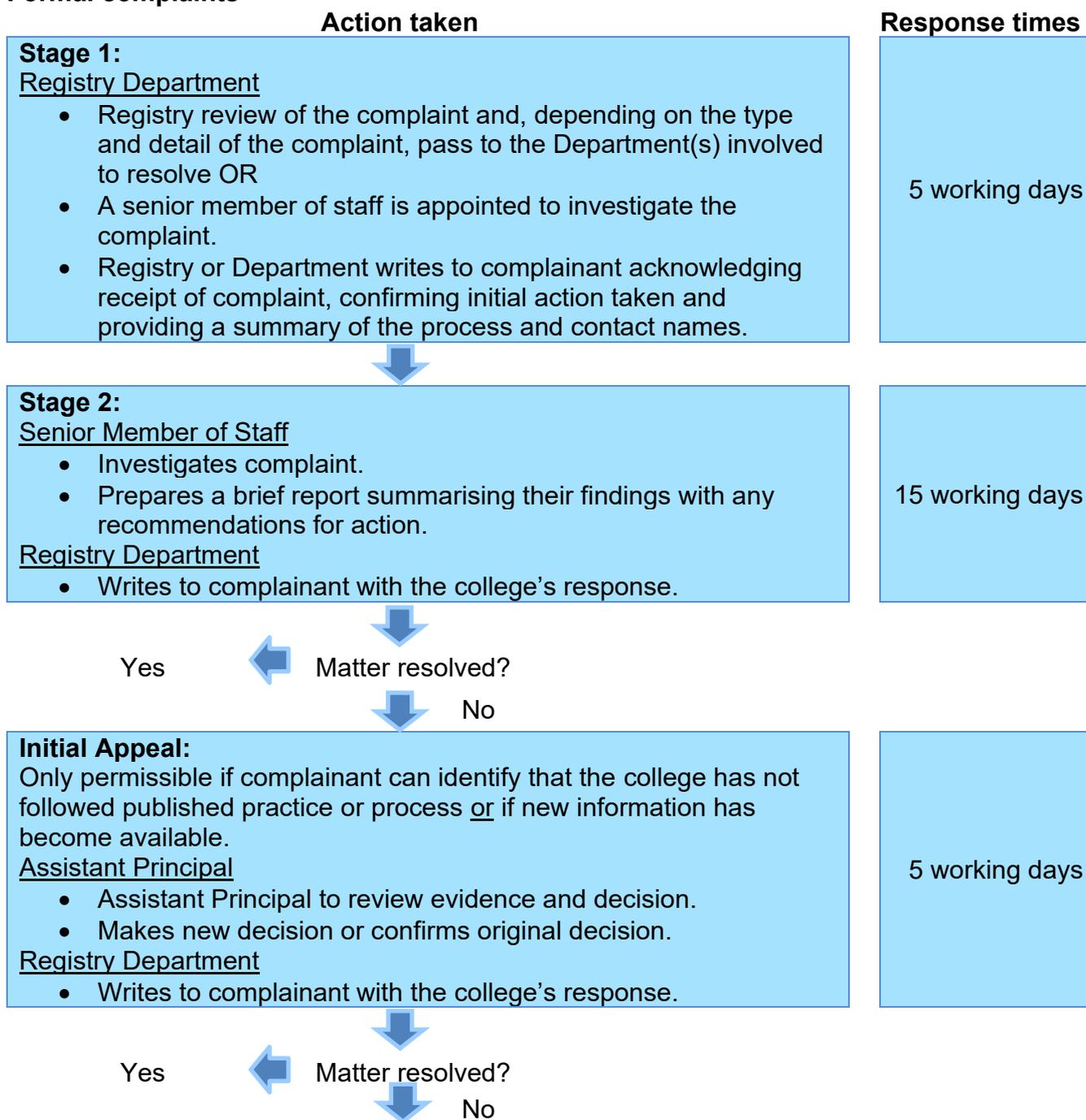


# How We Manage Complaints and Appeals

## Informal Complaint or Appeal

We encourage all complaints and appeals to be dealt with informally. Please discuss your concerns with your Personal Tutor or Programme Co-ordinator in the first instance. If you are not satisfied with their response, or if the complaint concerns these staff, please discuss your concerns with the Head of Department. If you still believe your concerns have not been addressed, you can submit a written complaint addressed to the Registry Department either by post to Highlands College or by email to [Registry@highlands.ac.uk](mailto:Registry@highlands.ac.uk) which will allow you to take your complaint further and in a more formal way.

## Formal complaints



**Secondary Appeal:**

Only permissible if complainant can identify that the college has not followed published practice or process or if new information has become available.

Principal, Vice Principal or Deputy Principal

- Reviews evidence and decision.
- Makes new decision or confirms original decision.
- Writes to complainant with the outcome.

10 working days

**Final Appeal to Governing Body:**

Only permissible if complainant can identify that the college has not followed published practice or process or if new information has become available.

Governing Body

- Reviews evidence and decision.
- If there is evidence that the Secondary Appeal did not follow the formal process, the GB will not change the Principal's decision but will ask for a review of the original decision.
- Writes to complainant with the final outcome.

10 working days

On occasion timescales might be amended to reflect the time needed to investigate or resolve the issue. On these occasions the complainant will be informed of amended timescales.

**Further Education Partnerships Final Appeal Process:**

For those students who are enrolled on a study programme for a regulated qualification, if a student does not agree with the outcome of a complaint or appeal processed through Highlands College they may have the right to appeal to the relevant qualification regulator

As advised by awarding body

**Higher Education Partnerships Final Appeal Process:**

If a degree student does not agree with the outcome of a complaint or appeal processed through Highlands College or UCJ they may have the opportunity to appeal using the relevant partner institution process. The details of partner institution appeals processes can be found in the higher education/degree course handbooks.

As advised by partner institution