

# CITYLIT

INSPIRING PASSIONS · REALISING AMBITIONS

## Student Complaints Resolution Procedure

### 1. Purpose

1.1 At City Lit, we are committed to providing an efficient and responsive service to our students.

1.2 This procedure explains:

- how you, as a City Lit student, can make a complaint if you feel our services have fallen below the standard which you expect of us
- how we will respond to you
- how we will try to resolve your complaint
- what you may do if you still remain dissatisfied.

1.3 We may decline to deal with your complaint if any of the following apply:

- you are not a current student at City Lit
- you do not adhere to any of the timescales set out in this procedure
- we consider that your complaint has been/ should be/ is being dealt with under a different procedure or process (e.g. Assessment appeals, malpractice, whistleblowing)
- we consider that you are not engaging constructively with any person assigned to deal with your complaint or with any proposed resolution
- we consider that, in the circumstances, it is not reasonable or practicable to investigate your complaint
- we consider you to be a habitual or vexatious complainant (see paragraph 1.4).

We will inform you if any of these apply.

1.4 Whilst the college makes every effort to respond with patience and sympathy to the needs of all complainants it may decline to deal with habitual or vexatious complainants, i.e. where a student brings repeated complaints about the same issue, seeks to use the complaints procedure for improper purposes or behaves in an unacceptable manner (e.g. towards our staff) when bringing a complaint. Further guidance is available on request.

### 2. How you can make a complaint

2.1 Please bring any concerns to our attention as soon as possible as this makes it easier to resolve them or, if necessary, take any necessary action.

2.2 It should be possible to resolve most complaints informally. In the first instance you should speak to your teacher, the member of staff dealing with the matter or reception and explain the problem.

- 2.3 If you prefer to put your complaint in writing, or if the matter cannot be resolved immediately, you can:
- fill in the 'get in touch' form
  - email [getintouch@citylit.ac.uk](mailto:getintouch@citylit.ac.uk)
  - post your feedback on: <http://www.citylit.ac.uk/get-touch>
  - write to Student Complaints, City Lit, Keeley Street, London, WC2B 4BA.
- 2.4 You need to submit your complaint within 1 month of the incident/issue about which you are complaining unless it was not reasonable to have done so; otherwise the Head of Department may be unable to investigate your complaint due to the passage of time.
- 2.5 Please speak to staff at reception if you need assistance to submit your complaint. Reception can also assist you if you need a large print form or if you are deaf or hard of hearing and require an interpreter.

### **3. How we will deal with complaints**

- 3.1 All complaints are treated seriously and we ensure they are dealt with sympathetically and as quickly as possible, whilst maintaining confidentiality to those who need to be involved to resolve your complaint.
- 3.2 Our staff are empowered to resolve complaints and they will do so at the time if possible. If they are unable to resolve your complaint or if it is urgent they may ask the Duty Manager to assist you.
- 3.3 All complaints that cannot be resolved immediately are passed to the relevant Head of Department (or their manager if the complaint refers to the Head of Department) to resolve. Upon receipt of your complaint, we will:
- send you an acknowledgement, normally within five working days of receiving your complaint
  - investigate your complaint
  - send you a full response, normally within 20 working days.
- 3.4 If your complaint is more complex and requires additional investigation it may take longer to respond to you. We will tell you by the end of the initial 20 working days if this is the case and will give an indication of how long it will take us to respond.
- 3.5 Student feedback is integral to our quality improvement activities. All complaints are monitored and monitoring reports are regularly provided for our Student Experience Manager, Quality Improvement Committee and Governing Body.

### **4. If you are not happy with our decision**

- 4.1 If, after having followed the above procedure, you are still dissatisfied, you should write to a Vice Principal. You need to do this within 1 month of the Head of Department's decision; otherwise the Vice Principal may not consider your appeal. You should:
- confirm the decision(s) you wish to appeal
  - explain the reasons for your appeal
  - detail any action you would like us to take.

- 4.2 Write to:  
Vice Principal, City Lit, Keeley Street, London, WC2B 4BA  
[getintouch@citylit.ac.uk](mailto:getintouch@citylit.ac.uk) (Please mark your email as an 'appeal')
- 4.3 The Vice Principal (or other senior person designated by the Principal) will:
- send you an acknowledgement, normally within five working days of receiving your appeal
  - consider your appeal and any actions you would like us to take
  - send you a full response, normally within 20 working days.
- 4.4 If your appeal is complex and requires additional consideration it may take longer to respond to you. We will tell you by the end of the initial 20 working days if this is the case and will give an indication of how long it will take us to respond.
- 4.5 The Vice Principal may undertake further investigation meet with you/ contact you further if s/he considers this is necessary to obtain additional information or to reach a fair decision.
- 4.6 The Vice Principal's response will tell you our decision and whether we will undertake any action you may have requested. The Vice Principal's decision is final.
- 5. If are not happy with the way you complaint has been handled**
- 5.1 If you are dissatisfied with the way your complaint has been handled, and your course and complaint falls within their remit, you may contact: Customer Service Team, Education and Skills Funding Agency, Cheylesmore House, Quinto Road, Coventry, CV1 2WT or email [esfa@education.gov.uk](mailto:esfa@education.gov.uk)

Flow chart

Complain to your teacher/ reception/ other member of staff/ Duty Manager

