

## Guidance on Student Complaints

# What you should do if you want to make a complaint

If you have an issue with the College or your course then you should contact your tutor or another member of staff to see if it can be resolved informally. Discussing issues is the best way to resolve things before problems become serious, and the College will do everything to find a solution where one is available.

### Step 1 – College Complaint

However, if you wish to register a formal complaint you must initially complete a form via the College website: <http://www.calderdale.ac.uk/quality-assurance>

The College will:

- Acknowledge receipt of your complaint in writing within 48 hours
- Investigate your concerns promptly
- Formally respond by letter within ten working days of receipt
- Give an explanation and a timescale if more time is needed for a final response

### Step 2 - Appeal

If you are dissatisfied with the final response then you have the right of appeal to the College Principal in writing, within 10 days of the final response letter being issued.

### Step 3 – the Open University

Only after the FULL procedure has been completed at the College will the Open University consider reviewing a complaint in line with the procedure.

More information can be found in the *Open University Handbook for Validated Awards*, Appendix 3: Appeals and Complaints

### Step 4 – the OIA

The Office of the Independent Adjudicator is an independent body who may review a complaint in certain circumstances. More information is available on the OIA website:

<http://www.oiahe.org.uk/>