



Complaints Guide

What is a complaint?

A complaint is defined by the College as an 'expression of dissatisfaction that warrants a response'. Your complaint might relate to a number of different things, including:

- The provision or delivery of your programme or parts of it
- Inadequate supervision
- Inadequate services or facilities within the College
- Decisions, actions, or perceived lack of action by a member of College staff
- Discrimination, bullying, or harassment

How do I make a complaint?

There are four stages to the complaints procedure which you need to follow carefully:

1. Local informal resolution

You should first discuss your concerns with your personal tutor or a member of staff within the College who you feel comfortable approaching. If your complaint relates to bullying, harassment, or discrimination it would be appropriate for you to seek advice from the Equalities Coordinator within the College or KCLSU.

Your informal complaint should be raised at the earliest opportunity, and it's hoped you'll be able to reach a solution informally before the problem escalates. However, if you're not satisfied with the outcome, move to stage two.

2. Investigation by relevant Head of Department/Division, School of service area

You will need to complete a Student Complaints Form (SCF) within at least three months of the event or incident. This should outline the nature of your complaint, steps that have been taken to resolve the issue, timings involved and how you wish to see the complaint resolved. The recipient of your complaint will have 14 working days to investigate and respond in writing. You have the right to move to stage three of the procedure if you remain dissatisfied with the findings.

3. Investigation by the Director of Students and Education Support

Within 14 working days of the outcome of stage two you'll need to submit a fresh Students' Complaint Form explaining why you don't accept the outcome. You'll also need to include a copy of the original SCF you submitted, along with the findings letter and any other relevant documentation that you would like taken into consideration. The Director of Students and Education Support will normally respond with their decision within 60 working days. A response can sometimes take longer, especially with complex cases involving a lot of documentary evidence. You can submit an appeal if you remain dissatisfied with the findings.

4. Appeal

You can submit an appeal to the Vice-Principal (Education) within 14 days of receipt of the findings at stage three. Your appeal must meet either or both of the following regulations:





Reg. B6 12.3 (a): new evidence that could not have been, or for good reason, was not made available at stage three of the process, and sufficient evidence remains that the complaint warrants further consideration

Reg. B6 12.3 (b): evidence can be produced of significant procedural error on the part of the College in investigating the complaint, and sufficient evidence remains that the complaint warrants further consideration

At any point during stages 1, 2 or 3, you can, if you wish, contact the College's Senior Tutor to arrange informal mediation. This temporarily suspends the Complaints procedure. The College can also suggest referring the case to the Senior Tutor, but it cannot happen unless you agree. You can contact us for advice on how the Senior Tutor can assist and how to contact them.

When are the deadlines?

It's important you familiarise yourself with all the different deadlines attached to each of the stages of the complaints procedure.

Contact the Advice Service at advice@kclsu.org if you're unsure of these or are concerned that you've missed a deadline.

Who can help me?

It's a good idea to seek advice and support with your complaint from the Advice Service. Our friendly caseworkers can talk you through the procedure and answer any questions you might have. We can:

- Talk to you about the merits of your complaint and appropriate evidence to support this
- Assist you to complete the Student Complaint Form accurately
- Check drafts of your statement to help you explain your complaint clearly and in detail
- Help you make sense of your outcome at each stage, and identify next steps if you're not satisfied with the decision

What about my outcome?

If you exhaust the procedure and are still unhappy with the outcome, you are entitled to ask the Office of the Independent Adjudicator to consider your complaint against the College. Contact us at advice@kclsu.org for more information and advice on this process.

Contact us

Get in touch with us if you want to talk through the information in this guide. Email the Advice team directly on advice@kclsu.org or call 020 7848 1588 to speak to the Student Centre, who will pass on your call to us. You can also make an appointment to see us at kclsu.org/advice.

