

15. Complaints Procedure for Participants on HE Award-Bearing Programmes at Roffey Park Institute

Roffey Park believes that it is in everyone's interests to resolve complaints as quickly as possible, as close to the source of the problem as possible, and by informal means in preference to formal ones. The complaints procedures described below have been drawn up with these aims in mind.

If you have cause for complaint about any aspect of your degree programme or your time at Roffey Park, including:

- The way in which a course or programme is taught or assessed;
- The learning support available;
- Misleading information in prospectuses or in advertising or promotional material; any deficiencies in Roffey Park's service or performance;
- Complaints arising from a disability

You should take the matter up at once with the person responsible.

If you are uncertain who is responsible for the matter about which you are complaining, or if you remain dissatisfied after having discussed it with them, you should take the matter up with one of the following:

- Your Set Adviser
- The Course Director
- The Programme Director

The individual whom you approach will discuss your complaint with you, assess the situation, take advice from other staff members where necessary, and take one of the following courses of action;

- Resolve the problem by talking it through with you;
- Resolve the problem by speaking directly to the person responsible or to the service provider.

If the person approached as above cannot resolve the problem to your satisfaction, it will be referred, at your request, to the Chief Executive of Roffey Park. It will be treated at this point as a formal complaint, and you will be asked to complete a complaints form.

The Chief Executive will take one of the following courses of action:

- Resolve the dispute with the appropriate staff member;
- Dismiss the complaint if he or she feels it is frivolous or vexatious, or otherwise lacking in merit;
- Refer the case to a Complaints Panel.

A written record will be kept of the complaint and its outcome will be monitored. You will be told the outcome of your complaint in writing.

General Points

Individuals have the right to be heard in person at each stage of the complaints procedure, and may be accompanied by a friend or fellow participant, who may, if necessary, speak on their behalf.

If you wish to be heard in person, but are unable to be present, you may nominate someone to speak on your behalf. In these circumstances, you will lose the right to be heard personally and this will not be a ground for subsequent appeal against a decision on your complaint.

The Panel referred above will consist of the following:

- Chair (independent member of Roffey Park)
- Two nominees of the Chief Executive

If the panel finds in favour of the participant who has brought the complaint, Roffey Park will reimburse any necessary incidental expenses incurred by the participant in connection with the hearing. This will not, however, include any legal expenses.

In dealing with a complaint, privacy and confidentiality will be respected. Disclosure about the complaint will only be made insofar as this is necessary for dealing with the complaint.

The Qualifications Registrar is available to advise participants and staff on any procedural points arising from the complaints procedure.

Once they have exhausted Roffey Park's internal procedures and in the event that they feel the complaint has not been satisfactorily resolved, participants can invoke the University of Sussex's complaints procedure. The University will only consider complaints of an academic nature. In such cases, participants should enter the University's procedure at Level 3 by writing to the Academic Registrar of the University. The University's Complaints Procedure is published in full at: <http://www.sussex.ac.uk/ogs/govdocuments>