



APPEALS AND COMPLAINTS POLICY RELATED TO ADMISSIONS

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APPEALS AND COMPLAINTS POLICY RELATED TO ADMISSIONS

Context

Grafton College aims to provide an open, accountable and fair service to everyone associated with the College.

In furtherance of this aim there is a structured procedure for both academic appeals and student complaints. These procedures are '**the basis of effective appeals and complaints processes related to admissions.**' You should use these procedures if you are a prospective student of the College and wish to complain about the admissions process or appeal a decision.

This Policy Area is focused on the procedure to be followed in the event of a complaint or appeal. **An appeal** will relate to you asking for the admission decision to be reviewed, and potentially revised, perhaps as a result of new information becoming available. **A complaint will** occur if you feel the admissions process was flawed and this resulted in an adverse decision concerning your application for admission.

The quality assurance of application decisions or approval of outcomes is based on impartial, reliable and valid judgments and the College aims to ensure that the decisions affecting the applicant are processed fairly. Nevertheless, there may be incidents when decisions taken by the College are questioned. To allow an applicant to enquire about, or appeal to the College against application decisions, the College has a clear and transparent procedure for the applicant to follow.

Complaints Procedure: Information, advice and guidance

You have a right to complain and to have your application considered and investigated. The aim is to learn from any mistakes and the complaints procedure is seen as a very important part of the College's continuous improvement plans.

The College will always try to deal with, and hopefully resolve a complaint, in the times given in this procedure. However, sometimes it may not be possible to do this if the complaint is complex and difficult to review. However, the College will always try to keep in touch with you, the applicant.

In many ways the process for handling an appeal or a complaint are quite similar. In both cases a first step should be for the applicant to discuss their concerns with the Admissions Officer, who will have knowledge of their application.

If the applicant or appellant prefers not to speak to someone, or are still dissatisfied after speaking to someone, a formal complaint or appeal can be made in writing.

To do this you can fill in the complaint form provided online at www.graftoncollege.com or alternatively ask the receptionist for a complaint form. Please ensure that the personal details section is completed and give an accurate account of the complaint, as well as suggesting any actions the College might take.

Please put the form in a sealed envelope and address it to The Welfare Officer, Grafton College, Ilford House, 135 Oxford Street, London W1D 2HY, or email it to daljeet@graftoncollege.com. All applications are made in confidence and will remain confidential.

What can you expect when making a complaint?

The aim is to resolve complaints informally at the first point of contact with the person making the complaint. When a formal complaint is received through the procedure stated above, the College will phone and send an acknowledgment in writing within three working days of receipt of the complaint.

The complaint will be investigated by the relevant department and a response given within eight working days. If the complaint is particularly complex an estimated timescale as to when to expect to receive a response will be given.

If the College **agrees** with the complaint the applicant will be advised in writing and given an explanation.

If the College **does not agree** with the complaint you will be advised in writing, and your right to appeal will be explained. If you wish to appeal you should consult the appeals process, which can be easily accessed via the College website.

Another possible step – Appeals Procedure

If an applicant receives a decision and is not happy with the outcome, an appeal to the College Director (ms@graftoncollege.com) may be made. The applicant may wish to contact the Welfare Officer (daljeet@graftoncollege.com) who can advise on the content of a letter or email telling the College they wish to appeal against the decision.

The College Director will review the appeal and decide if the decision is upheld. The applicant may be asked to come to a meeting at the College to discuss the application and explain that they are able to bring a friend or family member to accompany them to the meeting.

The College Director will review and respond to the applicant within ten days from the date on the appeals letter.

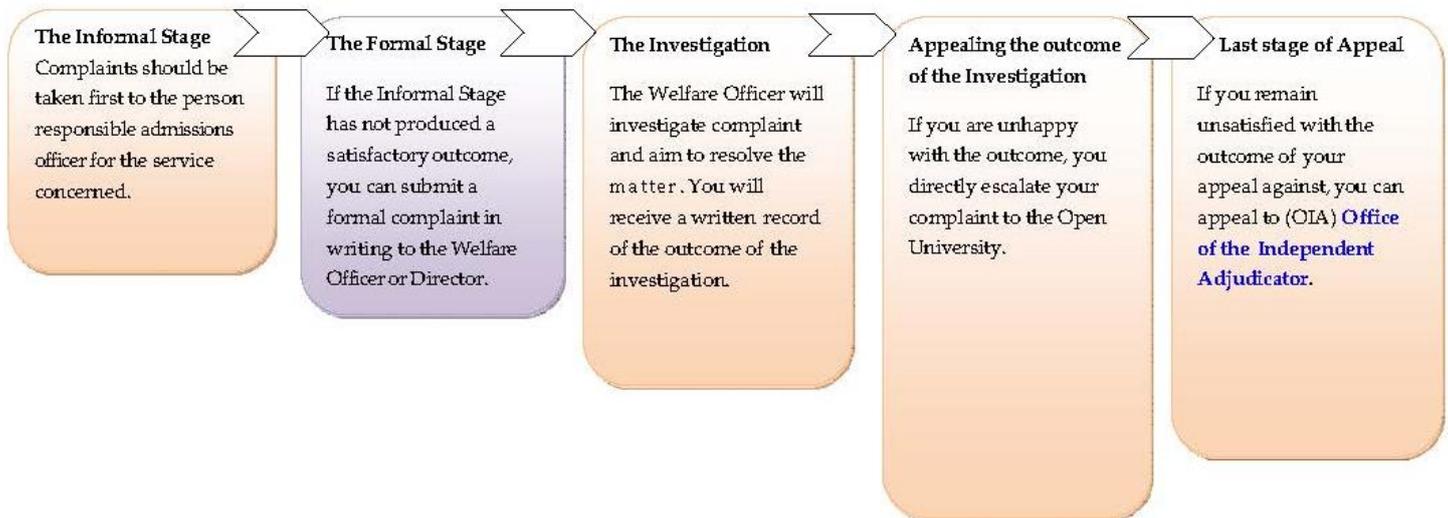
Another Step – After Appeals Procedure

If the applicant is still dissatisfied with the outcome of the appeal, the applicant will be advised to contact the appropriate agency that monitors compliance of standards and quality operated by the College. The applicant will be advised of the agency contact details and complaints procedure to assist in taking the complaint further. This would initially be the Open University (Director of OUVP), and if still unresolved the Office of the Independent Adjudicator (<http://www.oiahe.org.uk/>).



GRAFTON COLLEGE PROCESS FLOW FOR COMPLAINTS PROCEDURE

Students may complain about their experiences of any academic or non-academic service provided by the Grafton College.



Action, monitoring and enhancement

The College will monitor the efficiency and effectiveness of the current structure in July/August each year as part of its Annual Policy Review.

The College is very aware of the importance of the process in developing an effective relationship with its learners. Students must feel they have an effective 'voice' and that the procedure is accessible and transparent. The procedure must be visibly 'conducted in a timely and fair manner'.