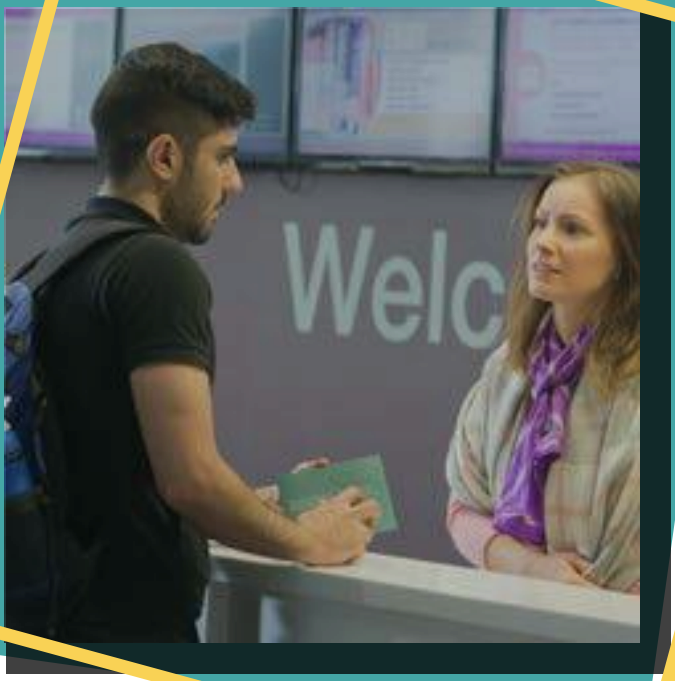



CITY OF GLASGOW COLLEGE

# Complaints Handling Procedure: Student Guide

## What is the purpose of the Complaint Handling policy and procedure?

To inform you of your right to raise any concerns you may have in relation to your experiences at college.

## Who does it apply to?

This policy applies to Students and anyone representing you.

## What does it cover?

This policy covers some key points which include

- How to make a complaint
- How long a complaint will take
- What you can and cannot complain about
- The stages after you make a complaint

## What do I need to know?

In the first instance you should talk to the department you have concerns with. They may work with you to make it a better experience not only for you but other students as well.

If you have done this and still feel like it has not helped your concerns, then you can follow the complaints process which is detailed in the table below.
You can raise your concerns in person, in writing, by email, by phone or via the college website

| How? | Who/Where? |
|---|---|
| By Phone | 0141 375 5555 |
| In Writing | Use the complaint form. This is available at the reception desks at both campuses and in the Library. This should be returned to: Performance Team, City Campus, City of Glasgow College, 190 Cathedral Street, G4 ORF |
| By Email | complaint@cityofglasgowcollege.ac.uk |
| Via the Website | https://www.cityofglasgowcollege.ac.uk/about-us/feedback-complaints-and-appeals |

Once you complete the form you can email it to complaint@cityofglasgowcollege.ac.uk or post it to Performance Team, City of Glasgow College 190 Cathedral Street Glasgow G4 0RF. After you submit this, the Performance and Improvement Director will look at it and let you know their decision if they agree or disagree with you.

## It is important to tell us certain things when you are making a complaint:

- Your full name and address
- As much as you can about the complaint
- What has gone wrong
- How you want us to resolve the matter

## How long do I have to make a complaint?

Normally, you must make your complaint within six months of the event you want to complain about, or within six months of finding out that you have a reason to complain if this is no longer than 12 months after the event itself.

However, in some cases, we may be able to accept a complaint after the time limit. If you feel the time limit should not apply to your complaint, please tell us why.

## What happens when I make a complaint?

We will let you know which member of staff is looking into your concerns. The complaints procedure has 2 stages.

### Stage 1 - Frontline Resolution

This is the initial way that we try to resolve the problem as soon as possible and we will work with you in the first instance if we can do this. We will get back to you within 5 working days from receiving your complaint to let you know the staff member's decision.

If you still feel that your complaint has not been resolved, then you would proceed to Stage 2.

### Stage 2 - Investigation

This stage deals with two types of complaints those that were not able to be resolved in stage 1, but also those that need to be investigated and may require some time.

## During this stage we will:

Acknowledge receipt of your complaint within three working days Talk with you about our concerns and what you would like to happen

Give you a full response to the complaint as soon as possible and within 20 working days

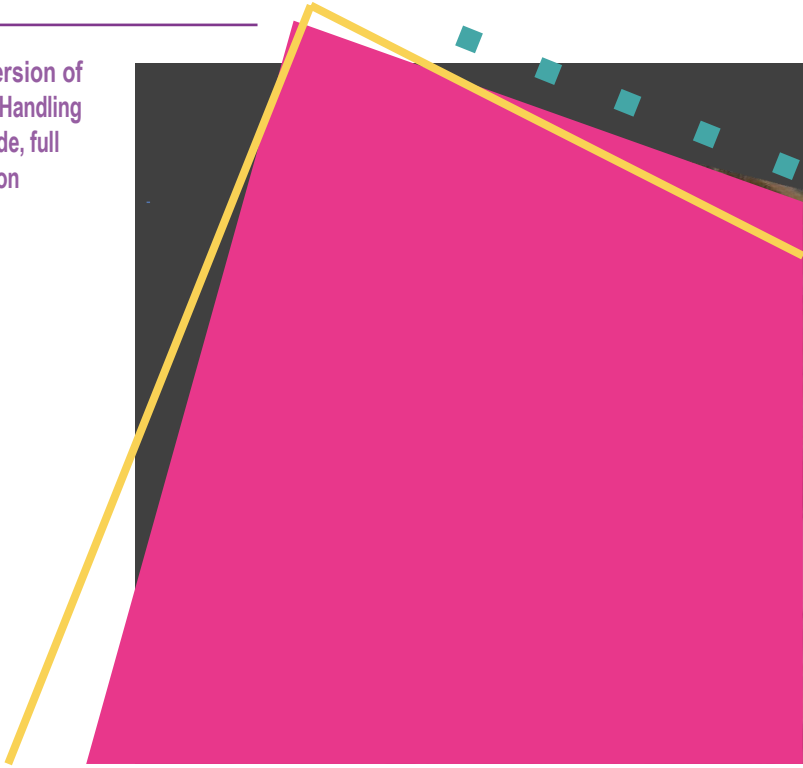
If this stage takes longer than 20 working days, then we will keep you updated on what is happening and when we expect to have a decision.

## Who can I talk to?

If you need a bit of support or if you have any questions or concerns about what you are meant to do, you can talk to some key contacts.

## Some of the key contacts would include:

- Student Advisors who are based on Level 2 on City Campus and Level 0 in Riverside Campus
- Your Lecturer or Curriculum Head, if you are unsure who that is you can go to the Student Gateway space on your floor to find out
- A friend, relative or Advocate

If you would like to find out more about Advocates in your area you can visit Scottish Independence Advocacy Alliance, by website HERE or by phone: 0131 260 5380.

**This is a shortened version of the current Complaints Handling Procedure Student Guide, full guide is also available on College Website.**