



## **Complaints and Appeals Procedure**

### **1. Introduction**

Lewis College is committed to delivering high quality education and qualifications. As such we are committed to ensuring that we provide the best possible standard of education and customer service to all our students. In the unlikely event that a student is dissatisfied with the service provided we will follow the process outlined below in order to investigate and wherever possible rectify the situation.

### **2. Scope**

This process relates to the teaching and customer service relationship between Lewis College and our students. **It does not cover appeals regarding exams and assessment results which are dealt with under separate policies.**

### **3. Process**

In the event a student is dissatisfied with any aspect of the teaching or service provided by the College the following process will apply:

#### **Stage 1 (Informal Complaint)**

The student should contact the college office by phone or email to discuss their concerns. It is always best to try to resolve matters informally. The email address is [office@lewiscollege.co.uk](mailto:office@lewiscollege.co.uk) and one of the team will log your issue and the actions taken to resolve it.

#### **Stage 2 (Formal Complaints)**

If the student is not satisfied with the outcome of Stage 1 they should request an official complaints form. This should be completed and a hard copy signed and sent by post to the College Principal. The College Principal will convene a meeting of the Complaints and Appeals Committee which is made up of:

- The Principal (Chair) (Mandatory member)
- A Director of the college (Mandatory member)
- A senior staff member unrelated to the matter of the complaint (optional member) if The Principal feels that the circumstances warrant this.

The committee will consider the student's complaint and inform the student of their decision. The decision will essentially set out what, if any further action should be taken.

**Stage 3 (Appeal)**

In the event that a student is dissatisfied with the decision of the complaints and appeal committee they may ask the committee to review their decision however they must identify substantive reasons why they believe the decision was wrong or provide new evidence in support of their appeal. Such a request must be made within 10 days of the student receiving the stage 2 decision.

**The decision of the Complaints and Appeals Committee at this stage is final.**

**4. Without Prejudice**

- 4.1.** The complaints and appeals procedure is entered into by the College and student on an entirely voluntary basis and will have no standing in law and nor may the decisions made by the College at any stage or the reasons given for those decisions be used in a Court of Law.
- 4.2.** This complaints and appeals procedure does not affect student's statutory rights.

**POLICY ENDS**