

The College follows the University of Gloucestershire's complaints process. Please refer to the University documentation at:

<http://www.glos.ac.uk/governance/pages/appeals-and-complaints.aspx>

Students who wish to discuss the complaints process, or require clarification on whether an issue should be considered an academic appeal or a student complaint, can contact the College's Academic Coordinator (at the time of writing, Christopher Ducker). They can also seek independent advice at any time from the Student Chair or the Community Coordinator.

Academic Appeals

In the first instance, please notify the Academic Coordinator that you wish to make an academic appeal, either by post to:

Academic Appeals
Academic Coordinator
Redcliffe College
College Green
Gloucester
GL1 2LX

Or by email to:

appealsandcomplaints@redcliffe.ac.uk

This appeal will be acknowledged and the College will then follow the practices laid out in the University's Procedures. Please note that academic appeals are only considered if they are based on the grounds highlighted in the University's Academic Appeals Procedures (for further information see <http://www.glos.ac.uk/docs/download/Governance/academic-appeals-procedure.pdf>). These grounds do *not* include disagreement with the academic judgement of College faculty, e.g. marks awarded for an assignment or a module.

If a student is still not satisfied with the outcome of the appeal, once the University's Academic Appeals Procedure has been exhausted, they will be issued with a Completion of Procedures letter and thereafter may consult the Office of the Independent Adjudicator (www.oiahe.org.uk).

Student Complaints

Students are expected to attempt to resolve issues or concerns informally with the appropriate member of staff best able to deal with it as soon as possible. This may be the Stream or Course Leader (for academic issues) or the Community Coordinator (for non-academic issues).

If the complaint is not resolved informally to the satisfaction of the student, the student has the right to pursue a formal complaint. At this stage, a completed College (not University) Student Complaints Form should be sent to the Academic Coordinator, either by post to:

Student Complaints

Academic Coordinator
Redcliffe College
College Green
Gloucester
GL1 2LX

Or by email to:
appealsandcomplaints@redcliffe.ac.uk

This complaint will be reviewed by a specially-convened meeting of the Academic Coordinator, Community Coordinator and an appointed Course Leader. The student may be invited to attend this meeting, or to submit additional information. The outcome of this meeting will be communicated to the College's Leadership Team and to the student, normally within one calendar month of the Student Complaints Form being received.

If the student is not satisfied with the outcome, they have the right to ask for it to be reviewed. To do so, they must notify the Principal, in writing, within 10 working days of receiving the outcome, requesting that the complaint is considered by the College's Leadership Team. The Leadership Team will review the complaint and the decision made by the meeting of the Academic Coordinator, Community Coordinator and Course Leader, normally within 21 working days of receiving the review request. The outcome of this review will be communicated in writing to the student.

In the event that a student is still not satisfied with the outcome, and with the College's complaints procedures having been exhausted, students can ask for the University of Gloucestershire to review their complaint, using the University's Student Complaints Form (see the University's Student Complaints Procedure document and flowchart for further information). When a complaint has been submitted to the University, the College's Academic Coordinator should be informed.

If a student is still not satisfied with the outcome of the complaints process, once the University's Student Complaints Procedure has been exhausted, they will be issued with a Completion of Procedures letter and thereafter may consult the Office of the Independent Adjudicator (www.oiahe.org.uk).

FAQs

There is a helpful page of Frequently Asked Questions concerning the University's Academic Appeals and Student Complaints procedures at:

<http://www.glos.ac.uk/governance/pages/appeals-and-complaints.aspx>

Quality Code

Both the College's and the University's Student Complaints Procedures align with the Expectation of *Chapter B9: Complaints and Appeals* of the Quality Assurance Agency's (QAA) UK Quality Code for Higher Education (Quality Code). Chapter B9 of the Quality Code sets out the principles for addressing complaints on academic matters by students in higher education. The Expectation requirement of Chapter B9 of the Quality Code is that 'Higher education providers have fair, effective and timely procedures for handling students' complaints and academic appeals'.