

the college are restricted – you should be told how these constraints relate to your comment or complaint.

Student Services or/and the HE Academic Quality Leader can help advise you on the procedure for making a formal complaint, including whether other procedures are more appropriate. You can also contact the National Union of Students for help and advice: <https://www.nus.org.uk/>

The HE Academic Quality Leader and the Director of Curriculum and Quality will maintain a confidential record of all formal complaints on the college's behalf to monitor their handling and to record the outcomes.

What happens if I formally complain?

When you make a formal complaint this is recorded and you should receive an acknowledgement within five working days and a response or report on progress every ten working days. The HE Academic Quality Leader will monitor its progress and can advise you on the position.

You may be asked to provide further information in person or in writing. You may also request to attend a Complaints Panel meeting if you feel that there has been something omitted for the written complaint or you would like to clarify some issues with the panel. Unless you agree to an informal resolution of your complaint, whatever the outcome you can expect a written explanation and if your complaint is upheld a statement of what will be done to prevent a recurrence and any redress that is available to you.

Suppose that I am dissatisfied with the result?

If you feel that the complaint has not been handled properly or the decision is unreasonable or unfair, or you have further evidence to support your complaint you will have the opportunity to attend a Complaints Panel meeting where you can clarify the further evidence or issue.

You can obtain guidance and advice from Student Services and/or the HE Academic Quality Leader, or the NUS.

- For a student completing a **University of Bolton** award, a written outcome of the meeting will be sent to the student within 5 working days. All written documentation related to the complaint will be sent to the **University of Bolton** immediately after the meeting outcome has been recorded. The **University of Bolton** will then respond to the student. There will be no further opportunity to pursue the complaint within the college.
- For a student completing an award from an Awarding organisation **other** than the University of Bolton, a written outcome of the meeting will be sent to the student within 5 working days of meeting. All written documentation related to the complaint will be sent to the Awarding organisation immediately after the meeting outcome has been recorded. The letter will include a Completion of Procedures (COP) letter from the College. The Completion of Procedures letter exhausts the College's internal procedures. There will be no further opportunity to pursue the complaint within the College.

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