

Complaints Procedure for Members of the Public

Scope

These regulations are intended to provide a framework for the management of complaints by members of the public

Regulation: N/A

Aligned to: Revised UK Quality Code

Date approved/re-approved

Approved by Quality Development Committee on 25 October 2018

Date for review To be reviewed every five years, with allowance for minor annual changes by QDC with legislative changes.

Approved by: Quality Development Committee

To be read in conjunction with: N/A

Document Owner: Quality Team

Complaints Procedure for Members of the Public

Introduction

Ravensbourne University London welcomes feedback from the wider community about the provision of education, services and facilities offered by Ravensbourne as part of our commitment to enhancing the quality of its provision.

As part of this, it is acknowledged that on occasion legitimate complaints may be raised by individuals in relation to services, facilities and representatives of Ravensbourne.

Complaints that members of the public wish to pursue can relate to the following:

- Student conduct
- Staff conduct
- Attendance at an event held at Ravensbourne

Should the complaint relate to a student of Ravensbourne, the complaint should relate their conduct or behaviour or to work that the student has undertaken as part of their studies, such as a placement or location based work. If the complaint is found to be upheld Ravensbourne may enact the Student Disciplinary Procedures.

Where the complaint relates to a member of staff, the Quality Team will liaise with Ravensbourne's HR department and the staff disciplinary procedures may be invoked.

Complaints can be submitted to any department or individual in Ravensbourne. If the complaint cannot be resolved immediately by that department or individual, it should be referred to the Quality Team.

Informal Resolution

A member of the public who has a concern about an aspect of Ravensbourne should discuss the problem with the relevant manager in the first instance. The member of the public should make clear that they are making a complaint and they should usually expect a response to an informal complaint within 10 working days.

Formal Complaint

Complaints which are judged to pose a serious risk to Ravensbourne's reputation should be considered under the formal complaint procedure.

Complaints of a serious nature, will be considered in the following way:

- The Head of Quality will appoint a Senior Manager, Manager or Head of Service to investigate the complaint. The investigating officer on completion of their investigation into the complaint, will write to the member of the public within 10 working days.

Once a formal complaint has been considered under this procedure, the following outcomes are possible:

- The complaint is upheld, the investigating officer will write to the complaint explaining this and any actions taken as a result
- The complaint is not upheld, but the Head of Quality believes complaint has been investigated fairly in which case the investigating officer will write to the complainant explaining this

Following the receipt of the letter, there is no right of appeal.

Scope of Policy

This procedure does not cover:

- Complaints by current students;
- Complaints by former students that relate to their time registered at Ravensbourne which was more than 3 months ago;
- Complaints raised by individuals acting on behalf of current students;
- Release of data under Subject Access Requests or Freedom of Information Requests;
- Information relating to commercial and financial transactions;
- Decisions made in relation to admission.

Students and former students who wish to make a complaint about an issue that relates to their studies should use the [Student Complaints Procedure](#), provided the issues did not arise more than 3 months ago.