

Appendix I: Complaints Form for Learners



Griffith College

COMPLAINTS FORM FOR LEARNERS

This form is to be completed under Part II of the Formal Procedure detailed in the Complaints Procedure for Learners (QAE J4). Advice on completion of the form can be obtained from the Quality Assurance and Enhancement Officer. PLEASE COMPLETE IN BLOCK CAPITALS OR TYPE.

PERSONAL DETAILS

Full Name:

Student Number:

Programme & Stage:

Address for Correspondence in connection with the complaint (in the case of a group complaint, please attach a list of complainants on a separate sheet of paper):

Contact Telephone Number:

OUTLINE OF COMPLAINT

Please Note: As part of the investigation of your complaint, any member of staff mentioned in this form shall be made aware of the complaint, as shall the Head of the Department, Faculty or Service involved.

If you have written a formal letter of complaint to anyone else in the College please indicate names and dates.

Please attach additional sheets to this form if necessary.

Please provide an outline of the complaint, including dates of actions:

Please explain what steps you have taken, together with dates, to resolve your complaint locally as per the Formal Procedure I:

Please explain why you are dissatisfied with the response you have received from the Faculty, Department or Service:

Please indicate, in your opinion, what response would have best resolved your complaint:

DECLARATION

I declare that the information provided in this form is true and that I would be willing to answer further questions relating to it if requested.

Signed: _____

Date: _____

Appendix II: Guidance on the Conduct of a Complaint Hearing

1. Purpose

- 1.1 The purpose of the Complaint Hearing shall be to hear both the complaint and the response. Taking into account previous attempts to resolve issues the Complaint Hearing Panel shall determine whether the learner's complaint is justified and whether the Department, Faculty or Service has provided a reasonable response or resolution.

2. Documentation

- 2.1 The Complaint Hearing Panel shall have access to all previous documentation in connection with the complaint, in addition, the complainant and the Department, Faculty, Service are each asked to produce an A4 synopsis of their case for distribution during the programme of the Hearing to the Panel and the other party
- 2.2 Other documentary evidence may be tabled at the discretion of the Chair.

3. Process

- 3.1 A Complaint Hearing shall be convened by the Director of Academic Programmes following a request in writing by the learner who has brought the complaint, as Part II of the Formal Procedure of the Complaints Procedure for Learners
- 3.2 The Complaint Hearing Panel shall be chaired by a Programme Director or a Department Manager from outside the Faculty or Department in which the learner is enrolled (in the case of a complaint about a programme related matter), or a Service Department Manager from another service area (in the case of a complaint about a service). The Panel shall consist of two other members of academic or support staff, drawn from Faculties, Departments or services unrelated to the complaint, and a representative from the Learners' Union. A minute taker shall be assigned to the Panel. The Panel shall inform the Quality Assurance and Enhancement Officer when its formation and composition has been defined.
- 3.3 The learner and staff member shall be entitled to be represented as detailed in section 5 of the Complaints Procedure for Learners (QAE J4)
- 3.4 The Order of Proceedings at a Complaints Hearing is as follows:
- 3.4.1 Introduction of those present
- 3.4.2 Outline of the purpose of the Complaint Hearing
- 3.4.3 Reference to any witness statements by complainant and /or Department, Faculty, Service

- 3.4.4 An A4 synopsis summarising the main points of their case shall be distributed by both parties
- 3.4.5 Complainant and/or representative presentation shall follow (approx. 15 minutes/max. 20 minutes)
- 3.4.6 The Panel and Department, Faculty, Service shall be given the opportunity to question complainant's and / or representative's presentation
- 3.4.7 Faculty/Service/ Department presentation (approx. 15 minutes/max. 20 minutes)
- 3.4.8 The Panel and the complainant and / or representative shall be given the opportunity to question the Department, Faculty or Service's presentation
- 3.4.9 The Complainant and/or representative shall sum up (5 minutes) [new evidence is not admissible at this time]
- 3.4.10 The Department, Faculty or Service shall sum up (5 minutes) [new evidence is not admissible at this time]
- 3.4.11 The Complaints Hearing Panel shall adjourn and consider its submission in private
- 3.4.12 Either side may be required to be available to provide further information or clarification of matters to the Complaints Hearing Panel.

4. Conclusions and Recommendations

- 4.1 At the end of the process, and following a period of reflection, the Complaint Hearing Panel will come to a conclusion, and, if appropriate, make recommendations to the Department, Faculty or Service.
- 4.2 Any conclusions and/or recommendations shall be communicated in writing to the complainant and the Faculty, Department, Service within the specified time scale and submitted to the next Academic & Professional Council meeting.