

Heartwood College aims to provide the best possible experience for all students and create a safe and supportive learning environment. We value our students and their opinions and if you have a query or problem, you are encouraged to bring this to our attention promptly.

The Complaints Procedure comprises of 4 steps, Informal Concerns, Written Complaints, Appeal and External Appeal. The procedures aim to be simple, clear and fair to all parties. Concerns, complaints and appeals (both informal and formal) will be handled sensitively and confidentiality.

Informal Concerns (Step 1)

In the first instance students should approach their tutor by email or through a tutorial about the matter of concern. The concern will be explored, and you will be contacted, usually within 14 -21 working days, to see if a solution can be found. A mediation meeting may be arranged, if necessary.

Most concerns are due to a misunderstanding and are easily resolved at this stage. If the student still has concerns and wishes to formalise these and make a complaint, they should continue to the next step.

Formal Complaints (Step 2, 3 and 4)

Send your written complaint to us by letter or email. Using the Written Complaint Form <https://learnformyfuture.co.uk/d2l/le/lessons/6974/units/19349> It is helpful to us if you include details of what has been done to resolve the complaint informally, why you are still not satisfied, the facts as you see them, any evidence and what outcome you are expecting.

What happens when we receive your complaint?

On receipt of your completed complaint form. We will acknowledge your complaint by email within 5 working days of receiving it. It is our intention to send you a written response to your complaint within 30 working days, unless there are exceptional circumstances, or the complaint was received at the beginning of or during a holiday period. The response will describe the outcome of any investigation and the proposed course of action. If for any reason, we are not in a position to issue the final response you will receive a holding response advising you of when you will be contacted again.

What happens if you are not satisfied with our response to your complaint?

If the complaint is not resolved to your satisfaction, you should submit a written appeal within 7 working days of receiving our response, using the same way of contacting us as described previously. We will investigate the complaint again, if necessary, a second management meeting will be held, and you will be invited to attend and express the nature of your concern. It is our intention to send you a written response to your complaint within 30 working days, unless there are exceptional circumstances, or the complaint was received at the beginning of or during a holiday period. The response will describe the outcome of the investigation and the proposed course of action. This decision is final.

What happens if you wish to take the complaint further?

If you disagree with the outcome decision (if the complaint was not upheld) and wish to appeal, the matter may be referred to an independent complaints officer.

The independent complaints officer's role is to review the complaints process and decide whether the outcome decision is fair and reasonable.