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|  **ACMET LONDON COLLEGE**Student Complaints Procedure Student Perspective |

**Stage 1: Conciliation**

You have a concern or complaint about a non- academic aspect of your learning experience at Acmet London College.

Complaint resolved informally.

You meet with appropriate member(s) of staff at Acmet London College and try to resolve the issue informally and to your satisfaction.

End.

**Stage 2: Formal Complaint**

*You have been unable to resolve your complaint informally*. Complete Complaints Form and submit to the Head of Administration.



Member of staff appointed to investigate your complaint. You receive a letter within 15 working days of submitting the Complaints Form.

You receive an acknowledgement from the Head of Administration of your submission of the completed Complaints Form.

Complaint and any recommended actions satisfactorily deals with your complaint.

End.

**Stage 3: Appeal**

*Complaint NOT dealt with to your satisfaction.* You make an appeal using Appeal Against the Outcome of a Complaint Form.

Principal determines if there is a *prima facie* case, if there is a Complaints Review Panel is convened within 15 working days. If no *prima facie* case

– end of Appeal procedure.

Complaints Review Panel determines any appropriate action(s) as a result of your appeal.

You are satisfied with actions of the Complaints Review Panel.

End.

**Office of the independent Adjudicator for Higher Education**

You are NOT satisfied with the outcome of the Complaints Review Panel and refer externally to the OIAHE