



Higher Education Student Complaints Procedure

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Higher Education Complaints Procedure

will then be able to access the Office of the Independent Adjudicator (OIA) where they wish to appeal against the decision. Refer to Appendix D

COMPLAINTS PROCEDURE:

Stage 1 (Front Line Resolution)

Where issues are straightforward and easily resolved, requiring little or no investigation, these should be discussed straight away with the staff directly concerned. Concerns about courses can be dealt with by the Course Tutor, Personnel Tutor, or Trainer. Concerns about learner support can be dealt with by the Head of Learner Services. If unsure the individual should contact the Head of Learner Services who will be able to advise you. (Refer to Useful Contacts at the





Strictly Confidential

If you are already studying at the college:

Have you discussed the issue with your tutor or teacher? If you have and you are still not satisfied with the way it has been dealt with, please feedback using this form.



Rating	Criteria	Example complaint/issues
Red	Serious issues which require a full investigation and are likely to have a reputational impact on the college, or where the complaint results in irreparable damage to the college/customer and/or learner/peer relationship	<ul style="list-style-type: none"> • Hate crime • Sexual harassment • Persistent systematic bullying or bullying of a more serious nature • Abusive language/threats

Office of the independent adjudicator [OIA - HE](#) “for students in higher education programmes”

For more information about following up a complaint via the OIA – HE please follow the below link:

[OIA - HE - Can you complain to us?](#)

Note: A Completion of Procedures Letter (Appendix E) will need to be completed for any HE



