

Vision College of Theology & Business Studies

COMPLAINTS POLICY

Vision College aims to ensure the quality of the service as well as the facilities and welfare of the students. Although the college tries to resolve almost all the complaints informally, there is a formal complaints procedure.

1. **Objective of this Procedure**

The objective of this procedure is to solve problems quickly, simply and fairly. A complaint should be submitted within three months of the event to avoid distortion of information during investigation (if needed).

2. **What is covered in this Procedure?**

2.1 This procedure covers complaints about administrative services provided by Vision College, allegations of discrimination and harassment.

2.2 This procedure excludes complaints arising from involvement in disciplinary processes or arising from consideration of academic offences, or appeals arising from academic assessment for which other procedures apply.

3. **Administrative Support Services Provided by Vision College**

STAGE 1

3.1 Complaints concerning the administrative support services for students (i.e., registration, examination entry, examination arrangements) should be raised initially with the member of staff with whom the complainant has been dealing. The object is to settle complaints quickly and with minimum formality.

STAGE 2

3.2 If the complaint cannot be resolved satisfactorily at Stage 1, the student may refer the matter in writing to the Vice Principal. The Vice Principal will have discretion as to how the complaint is investigated and determined and will keep a record of all complaints received, the nature of the complaint and how it has been resolved. The Vice Principal will endeavour to investigate the matter and respond with minimum delay.

STAGE 3

3.3 If the complaint cannot be resolved satisfactorily at Stage 2, the student may make a formal complaint in writing to the Principal. Only in very exceptional circumstances will the Principal consider a complaint which has not been through Stages 1 and 2. The decision of the Principal will be final.

3.4 When the College considers the procedure has been completed, a 'Completion of Procedures' letter will be issued by the Administrative Office. The complainant will need a copy of this letter if they wish to appeal; they can still do this in writing to the Principal in line with the College's appeals procedure.

The College aims to respond to any complaints within 10 working days of receipt of initial complaint letter from the student(s). The College will keep the complainant well informed of any further investigations being undertaken, resolution or estimated completion time.