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# Complaint Policy

BML College, Birmingham, United Kingdom

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Policy authorised by Responsible Officer Nov 2018

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# Assessment Policy

BML College, Birmingham, United Kingdom

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## 1. Introduction

Anyone who feels it appropriate to express dissatisfaction is offered the opportunity to raise issues openly with full assurance that they will be dealt with courteously, fairly, objectively and in a timely manner. To be certain of consideration, the complaint must be lodged within three months.

BML College constantly seeks to improve the services it provides and welcomes feedback which may, from time to time, include dissatisfaction with aspects of its services. The outcomes from complaints support continuous improvement.

## 2. Making a Complaint

### **Stage 1 – Early Resolution (Informal)**

Issues that appear straightforward and potentially easily resolved may be directed to any relevant member of staff in order to seek an early resolution.

### **Stage 2 – Formal Investigation**

2.1 Where a complaint cannot be resolved satisfactorily through the informal route or in cases of more serious issues, these may be lodged as formal complaints by contacting:

Admin of BML College, BML Centre for Higher Education,  
Morgan Reach House 1<sup>st</sup> Floor, Hagley Road, Birmingham, B16 9NX  
Tel: 018 27 912 441 or Email; [info@bmlcollege.com](mailto:info@bmlcollege.com)

- 2.2 Where a complaint of a serious nature comes in via another member of staff or another route these complaints should be forwarded to the Principal of BML College to be dealt with on a formal basis.
- 2.3 Any concerns relating to young people and adults with additional needs who are suffering, or likely to suffer, significant harm, e.g. by neglect, physical injury, sexual abuse or emotional abuse or any aspect of bullying, harassment or coercion will be directed to the Principal, or a nominee, as a safeguarding issue.
- 2.4 Financial issues will be referred to the Chief Finance Officer.
- 2.5 Where a complaint is made by a parent or guardian on behalf of a student over 18 years of age, the College must receive permission in writing from the student to share their personal details with their parent / guardian.
- 2.6 To ensure the College complies with the assessment regulations and procedures of external awarding bodies.

### 3. Acknowledge, Record and Monitor

- 3.1 All formal complaints will be recorded, acknowledged within five working days and monitored until conclusion within the College.
- 3.2 A central log of complaints and appeals against complaints outcomes is maintained and monitored by the Principal.
- 3.3 A full list of complaints is reported annually to the College Corporation. Higher Education (HE) complaints are also reported annually to the awarding body.
- 3.4 We will use assignment briefs provided by the awarding body to assess learner skills, knowledge and understanding.
- 3.5 We will clearly state arrangements for handing in work, the deadlines and the criteria that need to meet in order to pass each assessment.



#### 4. Investigate

- 4.1 The Principal will assign a Manager to investigate the formal complaint.
- 4.2 The Investigating Manager will update the complainant with the findings of their investigation.
- 4.3 During this stage you may be contacted for further information or may be invited to meet with the Investigating Manager.
- 4.4 Where the complainant is invited to attend a meeting, they may be accompanied by a friend or relative or in the case of a student by a member of staff, but the accompanying person will not normally take an active part in the meeting.
- 4.5 Legal representation is not permitted without the College's knowledge or consent.

#### 5. Outcome

- 5.1 Following the investigation, the Investigating Manager will respond to the complainant within twenty working days, unless otherwise advised.
- 5.2 If you are a HE student and are not satisfied with the outcome of the investigation into the complaint, you may access Stage 3 of the OTHM Complaints Procedure.
- 5.3 At the conclusion of this procedure you will be issued with a Completion of Procedures (CoP) letter by OTHM, which will allow you to then refer your complaint to the Office of the Independent Adjudicator (OIA), should you wish to proceed further and/or are still unhappy with the outcome of your complaint.

#### 6. Mediation

- 6.1 If the complaint is not resolved satisfactorily through the normal procedure, mediation may be arranged.
- 6.2 Mediation is voluntary and will only take place with the agreement of both parties.
- 6.3 The Principal will be responsible for arranging mediation.

6.4 The mediator will be neutral to the dispute.

## 7. Stage 3 - Appeal

7.1 The complainant has the right to appeal against the outcome of the complaint

7.2 This should be lodged with the Principal within five working days of receipt of correspondence stating the outcome of the investigation into the formal complaint.

7.3 The grounds of appeal and any actions sought must be clearly stated at the time of making the appeal.

7.4 The Vice Principal, Deputy Principal, or their nominee, will review the formal investigation and consider whether:

7.5 New evidence or circumstances have become known, which could not have reasonably been made known at the time of the complaint;

The investigation was not conducted fairly or according to procedure and this may have affected the outcome;

7.6 The decision and outcome of the complaint were unreasonable.

7.7 We aim to conclude the Appeal process normally within twenty working days and will contact you with the outcome. This decision constitutes the final stage of the College Complaints Policy and Procedure.

## 8. Higher Education Appeals

8.1 Higher Education students who are dissatisfied with the outcome of a complaint regarding a service provided by the College which is a specific concern about the quality of the student's learning opportunities, may request a review under stage 3 of the OTHM Complaints Procedure.

8.2 Students must do this within 15 working days of the College's final response and enclose a copy of that response to show that you have exhausted the College's internal procedures.

8.3 The College will keep the awarding provider (OTHM) informed about the nature and number of complaints it receives about both academic and service related matters.

## 9. Confidentiality and Support

9.1 All complaints will be treated as confidential to safeguard interests and information limited to those involved in the complaints process.

9.2 If in exceptional cases and for justifiable reasons the complainant wishes to remain anonymous throughout the process, this may be considered.

9.3 However if disclosures are made it may be necessary to share information and this must be explained to the complainant.

9.4 The College will not normally investigate anonymous or malicious complaints.

9.5 Complainants who feel that they need help and/or support to make a complaint may wish to talk to the member of staff.

## 10. Safeguarding, Bullying and Harrassment

10.1 Where a complaint relates to issues linked to perceived safeguarding, bullying and/or harassment, the College will consider these policies alongside the Complaints Policy and Procedure.

10.2 The College Safeguarding, Child Protection, Prevent and Missing from Education Policy and Procedures will take precedence over the Complaints Policy and Procedure.



## 11. Vexatious Complaints

- 11.1 There may be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied.
- 11.2 If the complaint becomes vexatious (eg the complainant tries to re open the same issue), BML College reserves the right to end the complaint handling process and will inform the complainant in writing that the procedure has been exhausted and the matter is now closed.

## 12. Useful contacts

For more information please visit our website [www.bmlcollege.com](http://www.bmlcollege.com). Alternatively, call at: +44 (0) 757 734 0 724 or email at: [info@bmlcollege.com](mailto:info@bmlcollege.com). Or visit us at; BML Centre for Higher Education, Morgan Reach House, 1st Floor, 136, Hagley Road, Birmingham, B16 9NX, United Kingdom.

End of the Policy



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