



ABERDEEN COLLEGE®

# Complaints Policy

QA28

## Complaints Policy

Review Date: July 2013



## Complaints Policy

1. Aberdeen College is committed to ensuring that all clients and customers receive the best possible service and is anxious to respond to any problems quickly and remedy any defect as soon as possible
2. We require all staff to be responsive to any difficulties encountered by students and other clients of the College. In particular we require teaching staff to develop a classroom atmosphere in which views can be expressed openly and in which problems can be dealt with directly and immediately.
3. If anyone finds cause for complaint with any aspect of the service the College offers, please tell us by whatever medium is most convenient, e.g. complaints form, telephone, letter, fax, e-mail, face to face or through the website. Of course, the College will regret the fact that it has been unable to meet your needs fully, but will welcome the opportunity to investigate the problem, responding to you, and remedying any deficiency in College service. As a first stage (if you are a student) you should, if possible, report the problem to your lecturer, curriculum leader or guidance tutor. If he/she cannot help you please complete a complaints form. These forms are available for your use at each College Centre Reception Office and should be left in the box provided.
4. Complaints will be logged on receipt and will be acknowledged within 5 working days of receipt and will be fully answered within 15 working days of receipt, unless otherwise noted in our initial response. The College will ensure that all complaints are treated in a confidential manner. You will receive a satisfaction questionnaire after an interval of 3 weeks following the closure of your complaint to establish your satisfaction with the response you have received. Progress in dealing with each complaint will be monitored systematically.
5. Complaints will be administered by the Quality Team in the College. Aberdeen College is an equal opportunities college therefore all complaints are administered in compliance with the Data Protection Act and Freedom of Information Act. Complaints are also vetted, on a sample basis, by an independent panel, composed of representatives of the College Chaplaincy Team.



## Complaints Policy

- Should you remain dissatisfied with the outcome of the investigation into your complaint following both the initial response and the follow up contact you have a right to refer your complaint to the Scottish Public Services Ombudsman where, as an aggrieved person, you believe you have sustained injustice or hardship as a result of maladministration or service failure.

The ombudsman will normally only consider complaints referred with 12 months but may consider, in exceptional circumstances only, any complaint made more than 12 months after the date on which you found out about the matter.

Contact may be made with the Ombudsman as follows:

The Scottish Public Services Ombudsman  
Freepost EH641  
Edinburgh  
EH3 0BR

(Using a Freepost address means you will not have to pay for postage)

Telephone: 0870 011 5378

Text: 0790 049 4372

Fax: 0870 011 5379

E-mail: [enquiries@scottishombudsman.org.uk](mailto:enquiries@scottishombudsman.org.uk)

A complaints form is available on the Ombudsman's website: [www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk).

- An analysis of complaints is included in the College's Annual Review (available free from the College).
- The College's approach to handling complaints will be drawn to the attention of students in a range of publications, including the Course Catalogue, StudentNet and the Clients' Charter.

<b>Status:</b>	<b>Course Provision and Student Services Committee</b>
<b>Date of version:</b>	<b>June 2011</b>
<b>Responsibility for Policy:</b>	<b>Course Provision and Student Services Committee</b>
<b>Responsibility for Review:</b>	<b>Vice Principal (HR)</b>
<b>Review date:</b>	<b>July 2013</b>