

Higher Education Student Complaints Guidance Notes for Students 2023-25

These notes offer guidance as to what to do if you wish to complain about courses or services provided by the College or about certain other College-related matters. They tell you who to contact and how to seek further advice. Information is available separately about other specific procedures (e.g. on harassment, academic appeals).

To access the detailed description of the *Higher Education Student Complaints Policy and Procedures* and the formal *Student Complaint Application Form* please use the following links:

[HE Student Complaints Policy and Procedure](#)
[Formal Student Complaint Application Form](#)

It is really important that you read the HE Student Complaints Policy and Procedure as it will give you a more detailed description of what you need to do and what to expect. Before you decide to make a formal complaint, you should bear in mind:

(1) Informal resolution of the complaint should always be the preferred option.

Matters can frequently be sorted out quickly and informally by talking directly to the person providing the service. If this is not possible or if you fail to receive a satisfactory response, then discuss the issue(s) with the person with overall responsibility for the service concerned (usually a Head of School or Head of Learner Services.)

(2) If you decide to submit a **formal** complaint it must be submitted in writing and signed either by the person making the complaint or on their behalf by a person recognised as having a legitimate interest.

A frivolous, malicious, libellous or vexatious complaint can jeopardise the effective use of the procedure and may not be considered. Nor may a complaint be considered if it is in, or accompanied by, an unacceptable form of behaviour.

If after reading these notes you are still unsure about how to make your views known, please consult staff in Student Services, or the HE Team

Higher National BTEC students and the College staff administering them should also refer to: <http://qualifications.pearson.com/en/support/contact-us/feedback-and-complaints.html>

If the course is delivered by the College but is in partnership with a university, then student complaints need to be directed to the College in the first instance, if the complaint is directly related to the College. If the complaint remains unresolved, having followed the College complaints procedure you have the opportunity to submit your complaint to the awarding University;

The contract between the University and Coleg Gwent states that:

Partners will access the Student Complaints Regulations and Procedures where the complaint relates to academic matters; where matters are the responsibility of the partner, for example crèche facilities, learners should

If the complaint is directly related to the partner university then please inform your course leader that you have a complaint against the university, as they may be able to help or advise. In the first instance, speak with the Course Leader to try and resolve the matter informally;

For learners on Partners University courses, please also refer to their Policy and Procedures:

For the University of South Wales [USW Regulations-Policies and Procedures](#)
[UW Policies and Procedures](#)

For Aberystwyth University [AU Complaints Policy](#)

For Cardiff Metropolitan University [Cardiff Met Policies and Procedures](#)

Also refer to the Office of Independent Adjudicators for Hr 108RG-297(Hr)-3().Rha(108RG]

For a student completing a **franchise University** award, a written outcome of the meeting will be sent to the student within **5 working days**. All written documentation related to the complaint will be sent to the relevant **Franchise University** **immediately** after the meeting outcome has been recorded. The relevant **University** will then respond to the student. There will be no further opportunity to pursue the complaint within the College.

For a student completing a **Pearson BTEC award (HNC/HND)**, a written outcome of the meeting will be sent to the student within **5 working days of meeting**. All written documentation related to the complaint will be sent to **Pearson BTEC** immediately after the meeting outcome has been recorded. The letter will include a Completion of Procedures (COP) letter from the College. The Completion of Procedures letter exhausts the pursue the complaint within the College.

For **Pearson BTEC**: You will also be issued with a *Completion of Procedures* letter, which will enable you to have your complaint considered by the Office of the Independent Adjudicator ([OIA - HE](#)). Information about the OIA can be obtained directly from the OIA:

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