

## **Students Complaints Procedure**

Any student enrolled on a Bfluent course can make a complaint regarding services provided by Bfluent, educational or otherwise.

A group of students can make a joint complaint where appropriate, though one member needs to be nominated as the main point of contact. This individual would be responsible for communications with the rest of the group.

Anonymous complaints may be accepted but only in exceptional circumstances where there is compelling reason for your identity to remain undisclosed. It should be noted that there will be limits to any investigation resulting from an anonymous complaint.

Complaints about the conduct or results of examinations are dealt with under the Examination Complaints Procedure document.

### **How to make a complaint**

The Bfluent's student complaints procedure consists of three stages:

- discussion and advice
- informal process
- formal process

Where possible, students should seek advice on problems as early as possible by discussing them with their teacher, group leader, or other member of staff.

Following this, you may decide to raise your concerns with the person concerned. It is recognised that in some cases it may be difficult or inappropriate to raise the matter with an individual directly related to the complaint. It is sometimes a good idea to put something in writing before any complaint raised informally either before or after any face-to-face discussion. This can be done by email, for example.

### **If the informal process is not satisfactory**

If you think that your complaint is not resolved, or that appropriate action has not been taken following the raising of the matter under the first two stages of the procedure, you can start the formal process. Your complaint needs to be made in writing within three months of the end of the informal process.

### **Formal Complaint Procedure**

You should fill in the formal complaint form which is available from the Student Welfare Officer Zahir Ahmed. You should give a clear explanation of your complaint with details of who is involved and what happened: You should include:

- Details of which person the complaint is made against
- What happened to cause the complaint
- What happened before to try and resolve the complaint
- What you would like to happen

### **What happens after you make a formal complaint**

Once the Student Welfare Officer has received your formal complaint form, he will investigate the complaint. Within ten working days the Student Welfare Officer will contact you in person or by

email to tell you about the results of the investigation and you will have a meeting to discuss all the issues, and what action if any will be taken as a result.

If the complaint involves the Student Welfare Officer, then a member of staff will be appointed to conduct the investigation who has no connection to the complaint.

After the meeting you will be sent a report of the investigation and results by email.