

PROVIDING US WITH FEEDBACK (A STUDENT GUIDELINE) – No PPGU07



Prepared by:	Quality & Enhancement Team	Approved By:	Vice Principal Support Services & Operations
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At Dundee and Angus College, we really want you to have a great learner experience. We would like to hear what you think about any of our services. You can do this by completing Learner Surveys, or by providing feedback to your class rep, talking to your tutor, lecturers, or other staff.

If, however, you are unhappy with any of our services, you can follow our Complaints Process detailed below.

1 COMPLAINTS PROCESS

You can make your complaint in person, by phone, by e-mail, in writing or by using our online [Complaint, compliment or suggestion form](#)

Complaints are likely to include things like:

- the provision, or quality of, or access to, a College service
- the quality of, or accessibility to, a College building
- the behaviour of a student, staff member, contractor, or others involved with the College
- how College policies or processes are applied
- inaccurate information about academic programmes or College services
- request for a service or information which has not been answered or actioned
- disagreement with a decision where no other College process is available to assist

The following issues will not be treated as complaints but will be managed under other arrangements.

- appeals against an academic or assessment decision (See [Academic Appeals Process \(CSP02\)](#))
- appeals against a student funding award/non-award
- any claim for compensation against the College
- a Freedom of Information or Data Protection request
- a routine first time request for a service

We have a two-stage complaints process. We will always try to deal with your complaint quickly. However, if it is clear that the matter will need a detailed investigation, we will advise you and keep you updated on our progress.

2 STAGE 1 - FRONTLINE

Where you are dissatisfied with the service we provide and you bring this to our attention, we will always try to resolve your complaint quickly and as close to the point of service as possible. The matter may be discussed and resolved at the time the complaint is made. In all cases, we will do our very best to provide you with a response within 5 working days if at all possible.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.

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3 STAGE 2 – COMPLAINTS REQUIRING INVESTIGATION

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within 3 working days. We will give you our decision as soon as possible. This will be after no more than 20 working days *unless* there is a good reason for needing more time. Where we need more time, we will let you know this and will keep you updated on our progress. The response to a Stage 2 complaint will be the College's final response.

4 NEXT STEPS

If you are unhappy with our response or the way in which we have dealt with your complaint, you can ask for an independent review.

If your complaint is about assessment (including the conduct of, preparation for, and environment for, assessment), you can complain to SQA or the relevant Awarding Body. Note that SQA will not consider complaints about assessment decisions.

If you are studying for Regulated Qualifications (e.g. SVQ), you can complain to the qualifications regulator (SQA Accreditation, Ofqual or Qualifications Wales, as appropriate) if you feel that the College and the Awarding Body have not dealt appropriately with your complaint or if you disagree with the outcome. If you are still unhappy, you can then complain to the Scottish Public Sector Ombudsman (SPSO).

If your complaint concerned a College service and you remain dissatisfied with our final response or the way we have handled your complaint, again you can contact the Scottish Public Services Ombudsman (SPSO). We will tell you how to do this when we send you our final response.

Contact:

complaint@dundeeandangus.ac.uk

Kingsway Campus:

Quality Office
Dundee and Angus College
Kingsway Campus
Old Glamis Road
Dundee
DD3 8LE