

This form should be used by Evening Class and Lunchtime Learning (Daytime) if they wish to submit a formal complaint. It must be completed in full and supported by relevant evidence.

The College defines a complaint as “an expression of dissatisfaction by one or more students about an action or lack of action by the College, or about a standard of service provided by or on behalf of the College.”

This form and evidence must be submitted to m.paraskos@imperial.ac.uk

Alternatively you can send the form to a.rew@imperial.ac.uk or c.stapley@imperial.ac.uk if you prefer.

In submitting the complaint, you consent to the College using and sharing your personal data to resolve the issue. Please see the declaration section for further information.

Personal Details			
Forename:		Surname:	
Contact email address:			
Course of study:			
Information about the informal stage (Local Resolution)			
It is always preferable and often quicker to attempt to resolve an issue or cause for concern informally directly with the tutor of your class and we would ask you to consider doing this before entering into a formal written complaint.			
If you have attempted an informal resolution of the issue or cause for concern please explain in the box below any steps you have taken to address the issues raised in your complaint informally. Include the names of staff and attach any correspondence (if applicable) that you have had with them.			

Formal Complaint submission:

Please use the box below to describe the reason for your complaint. You must clearly and concisely explain what you feel has gone wrong and any action that you have taken. It is important you give specific examples of the cause of your complaint rather than giving general comments.

Evidence/supporting documentation

Please list all the documents that you are providing to support your complaint. Where documents are to follow please indicate when they will be provided.

1	
2	
3	
4	
5	

What do you want to see happen if your complaint is successful?

Please use the box below to describe what action you want to be taken if your complaint is successful.

Privacy statements

1. The College will only share the information in this complaint with those that are required to respond, or those members of the College that will consider the complaint.
2. The full information that is contained in the complaint submission will only be held for the period as outlined in the College [retention schedule](#).
3. Fully anonymised data may be retained after this date for the continuous improvement of processes and procedures, for example analysis of types of cases and outcomes, or for training purposes. No individual will be identifiable from this data.

Declaration

Please note that if this section is incomplete, the complaint cannot be considered.

As the complainant, by submitting this form and supporting documentation:

- I declare that the information given is true and accurate to the best of my knowledge.
- I declare that I have consulted the Student Complaints Procedure prior to completing the form.
- I agree to the information and documentation in this form being shared in order for the College to fully consider the complaint. I note that this may include those required to respond to the grounds I have raised.

Your Signature:
Typed is sufficient

Date

Evening Class and Lunchtime Learning (Daytime) Complaints Procedure

1. How to lodge a complaint

If a person wishes to lodge a complaint concerning their course of study on the Evening Class or Lunchtime Learning (Daytime) programme they should first try to resolve the issue directly with the tutor or other member of staff concerned. This is known as “Local Resolution” and is the easiest and quickest way to resolve an issue or concern they might have. If Local Resolution does not resolve the issue, the complainant is entitled to submit an official Formal Complaint Submission Form (CLCC Evening/LL Classes) detailing their complaint. This is called “Central Resolution”. If a person wishes their complaint to be dealt with using Central Resolution they must submit their reasons for complaint on the form (Formal Complaint Submission Form (CLCC Evening/LL Classes)). No other method of submitting a complaint for Central Resolution are accepted.

2. What is a legitimate cause for complaint?

Legitimate causes for complaint can be difficult to predefine, but they include:

- Rude, disrespectful or offensive language or behaviour from a member of College staff or other learners
- Failure to deliver a course of study as described by the online course outline.

It is not possible to lodge a complaint on the grounds that a person does not like a course, dislikes the tutor (providing that tutor is not acting in any way that justifies a complaint on other grounds), disagrees with the approved method for delivery of the course (for example, the use of particular teaching methods or course text books) or finds the workload for a course is higher than he or she expected or wanted. It is not possible to complain about course content if that course content corresponds to the online course outline.

3. Is there a ‘best’ way to present my case?

Each case is different but general advice is that the complainant:

- Should read the terms and conditions for Evening and Lunchtime Learning (daytime) classes in full before starting.
- Write everything down in a draft first statement to ensure that they have dealt with all the information about the complaint.
- Should not withhold information because they are embarrassed or don’t want to share it for whatever reason. We cannot consider what we do not know.
- Should avoid including information that is irrelevant to avoid the main points being lost.
- Should use their information to produce a timeline – information presented chronologically is easier to follow.
- Should identify any documents/evidence from their timeline that they will need to support the complaint.
- Might ask someone they trust, such as a friend or relative to review their statement.
- Should try to submit evidence where available to back up their complaint.
- Must remember that the programme manager is not an expert in them or the subject of their course and so it is important that things are explained clearly so they are understood.

4. Can a complaint be raised for me by someone else?

No, not normally. Under UK law the College cannot discuss a case with anyone other than the complainant, including the complainant’s family, partner etc. unless we have specific written permission from the complainant to do so.

5. What happens once I have submitted the formal complaint?

Upon receipt the complaint will be reviewed by the programme manager or other authorised person in the CLCC who will make a decision if it is eligible. The process will then involve:

- Reviewing the complainant's evidence.
- A formal meeting with the subject of the complaint (such as a tutor).
- If the complaint relates to a teaching situation, a possible observation of a teaching session undertaken by the tutor.
- Possible review of other students' comments where available.
- Possible request for further information from any or all of the parties involved.

Using this evidence the programme manager or other authorised person in the CLCC will write to the complainant (by email) to explain their decision and what will happen next.

6. How long will it take?

This will depend on the complexity of the complaint and the availability of the relevant staff. Normally within 10 working days of a complaint being accepted for investigation the complainant will receive the outcome. This is not a guaranteed time scale, and in some cases investigations and results can take up to 30 days to complete.

7. What happens if the complaint is successful?

The programme manager or other authorised person in the CLCC will make recommendation(s) for action by the CLCC with regards to the complaint. This will take into account the College and any programme specific requirements/ regulations.

8. What happens if my complaint is not successful?

If the formal complaint is not successful, the complainant may consider raising a request for a review. The review will be conducted by another member of CLCC staff who will examine the complaint to ensure that the procedure has been followed correctly and that the outcome was reasonable based on the evidence submitted.