

## **Student Complaints & Grievance Policy**

1. Shockout is committed to providing the best possible service for its students (and for visitors and partners). We do however acknowledge that students, visitors, suppliers or partners can at times feel dissatisfied and are entitled to have their concerns listened to and addressed. In such cases, the Institution wishes to respond quickly and effectively. Complaints relating to Assessment Appeals can be found in said as other procedures apply.
2. Students are invited to raise their concerns in the first instance with the appropriate tutors, heads of departments or student support, as a complaint can often be resolved quickly and simply in this way. However, if students are not satisfied with the response made by staff, or do not wish to use this route, they may make a formal complaint instead.
3. Any other complainant e.g., visitors, partners, suppliers, staff in the first instance to raise complaint with the relevant head of department.
4. The procedures for formally complaining are as follows: complaints procedure
  - a. Complaints should be submitted in writing via email to [admin@weareshockout.com](mailto:admin@weareshockout.com) following the Shockout policy in the first instance prior to contacting any partner institutions.
  - b. All complaints are logged by the administration office. An acknowledgement letter/email will be sent to the complainant within 5 working days.
  - c. Complaint is allocated to a named investigator.
  - d. The investigator will also review any systems relevant to the complaint, to identify and recommend changes that would prevent a recurrence of similar complaints (preventative action).
  - e. The investigator may take advice from other internal and external agencies, as appropriate, in investigating the complaint.
  - f. The investigator might require access to sensitive personal data (under the Data Protection Act) in order to arrive at a sound conclusion. The investigator will handle such information with due regard to its sensitivity, only sharing it with any others who need to know it as part of the investigation. The complainant submitting a formal complaint should be aware that the above information will be made available under these conditions as part of any investigation.

- g. If the investigation is not completed within 15 working days a letter/email will be issued to the complainant, with a summary of the conclusions or outcomes. This letter/email should also state that the investigation is both complete and now regarded as closed.
- h. If the complainant still regards the matter as unresolved, but presents no information meriting further investigation, the investigator then writes to advise the complainant of how to appeal.
- i. At the conclusion of the complaint, the investigator will return their report to the administration office, together with all other documentation relevant to the investigation.
- j. The administration office will retain all documentation relating to the complaint, such that it can be easily retrieved if required for an appeal.

### **Appeals Procedure:**

- k. The complainant may appeal against a decision if they regard the complaint as still unresolved. The complainant should appeal in writing within 15 working days from the date that the final response was sent by the office. The letter/email/ of appeal must indicate what the complainant's reasons are for appealing against the investigator's conclusions.
  - l. The Principal will review the documentation via an appeals panel if necessary. This review will consider whether the investigation has been fair, sufficiently thorough, and proportionate in its judgements. It will not involve a re-hearing of the complaint, nor a meeting with the complainant unless the investigation is found to have been unsatisfactory and further investigatory work is required.
  - m. If a complainant is unsatisfied with to outcome of the Shockout investigation, then this should be followed up with relevant partner institutions following their policies and procedures.
5. A complaint report will be prepared annually by the administration office to review complaint trends by cause, ethnicity and disability. The complaint report will also be submitted to the Management Team at the end of each academic year for consideration.
6. Improvement measures recommended by the investigator will be shared with the relevant managers, for action and/or to feed their self-assessment process.
7. These procedures are primarily for the use of all students (or their parents or guardians) of the institution. In addition, they may be also used by any visitors or partners who make permitted use of the services, facilities and premises. In



most circumstances, any staff wishing to initiate a complaint should use other appropriate HR procedures.

8. Where students wish to register a comment or compliment, rather than make a complaint, they can do so by email or in writing to:  
[admin@weareshockout.com](mailto:admin@weareshockout.com)