



## **College of Osteopaths Complaints Procedure for Students**

The following procedure is in place to ensure that student complaints are treated seriously and acted upon, if found to be valid.

The complaints procedure is not designed to deal with problems such as missing course work, late return of work, lecturer absences, or facilities, except if the problems are persistent. These concerns should be dealt within the College's existing administrative structure.

Anonymous complaints will not be considered.

**Who can complain?** Current or previous students (studying at the College within the last 3 months).

### **Informal – Stage One: Early Resolution**

1. A student who wishes to make a complaint should direct their concern to the Registrar.
2. The Registrar will advise as to how the complaint can be best resolved.
3. The Registrar will contact the appropriate faculty and/or staff for resolution usually within ten working days. The student will receive written notification of the resolution.

### **Formal – Stage Two**

Once the informal internal complaints procedure has been exhausted, students who remain dissatisfied should pursue their complaint, as below:

- If the complaint is about an employee of the College of Osteopaths, the College will follow the Disciplinary Procedures as set out in the College of Osteopaths Employee Handbook, Section 7-1.
- If the complaint does not involve an employee of the College of Osteopaths, students should pursue their complaint via Staffordshire University's Complaints Procedure:

<http://www.staffs.ac.uk/legal/policies/complaints-procedure.jsp>