



RAWDA COLLEGE

Rawda College Complaints Policy

1. **Introduction** This policy outlines the procedure for students to make complaints about matters other than the assessment process at Rawda College. We are committed to addressing all valid complaints fairly, promptly, and impartially. This policy is designed to ensure that students have a transparent and structured process for raising concerns and that their complaints are resolved in a timely and satisfactory manner.
2. **Grounds for a Complaint** Students may make a complaint about the following grounds:
 - Individual behavior or conduct
 - College policies or procedures
 - College facilities or services
 - Other matters impacting the student's experience
3. **Making a Complaint** Students are encouraged to initially address their concerns informally. This can involve discussing the issue with the individual involved or seeking guidance from a designated College representative. If the issue remains unresolved, the student may proceed to make a formal complaint by completing the official Complaint Form (available in Rawda College's designated system) and submitting it to the IQA. Complaints must be submitted within 20 working days of the incident or issue arising.
4. **Stages of the Complaint Process**
Stage 1: Initial Review The IQA or the designated staff member will acknowledge receipt of the complaint within 5 working days. An initial review will be conducted to determine the appropriate course of action. The student will receive a response within 10 working days from the acknowledgment date.

Stage 2: Formal Investigation If the complaint remains unresolved, it will proceed to a formal investigation. An investigation panel will be established, consisting of the IQA and 2 other members of the academic staff. The panel will conduct an impartial review and may request additional information from the



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parties involved. The student will receive a response within 15 working days from the commencement of the investigation.

Stage 3: Appeal If the student remains dissatisfied with the outcome, they have the right to appeal. The appeal should be submitted within 10 working days of receiving the investigation outcome. The appeal will be reviewed by an Appeals Committee, which will provide a final decision within 15 working days.

5. Responsibilities The student making the complaint is responsible for providing accurate and relevant information and cooperating with the complaint process. The IQA or the designated academic staff is responsible for managing the complaint process, ensuring timely communication, and facilitating resolutions. The investigation panel is responsible for conducting a thorough and impartial investigation, gathering evidence, and providing recommendations. The Appeals Committee is responsible for reviewing appeals and making final decisions.
6. Centre Policy and Escalation Students are required to follow Rawda College's internal complaints process before escalating the matter to an external body. Students may escalate a complaint to the awarding body if they believe Rawda College's internal process has not adequately addressed the issue and if they can provide evidence of this. If a complaint is escalated to the awarding body, Rawda College will provide all relevant documentation and cooperate fully with any external investigation.
7. Conclusion and Policy Review Rawda College is committed to continuously improving its services and addressing student concerns. This policy ensures that students have a clear and structured process to raise complaints about non-assessment related matters, facilitating a fair and prompt resolution. This policy will be reviewed annually to ensure its effectiveness and relevance. For further information or to initiate a complaint, please contact the Internal Quality Assurer at IQA@rawdacollege.org

Policy Version 1 was issued on 01/02/24 by Director of Education.

This policy is effective from 01/02/24

Next review is due on 31/01/25